



CENTRAL DIVISION VICTIM SERVICES

Central Division Victim Services

Fiscal Year 2021/22 in Review

Victim Service Report

A snapshot of our organization's victim service data

CENTRAL DIVISION VICTIMS SERVICES

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A YEAR IN REVIEW

The purpose of this report is to highlight Central Division Victim Services (CDVS) and staff's program activities during the 2021/22 fiscal year. The data utilized in this report is pulled from Dependable Access for Victim's Expenses (DAVE) program and Efforts to Outcomes (ETO). ETO is the data entry program our agency uses to keep track of staff-client interactions and contact information. DAVE is the Pennsylvania state portal staff utilizes to submit and keep track of victim's compensation claims. Due to it being self-reported, some of the numbers that will be described below may be not be 100% accurate.

During the 2021/22 fiscal year, CDVS staff worked with a total of **427 individuals!** This number tops the 2020/21 fiscal year where the agency served 349 individuals. Servicing these individuals ranges from activities such as: providing agency-related information and/or referring them to another victim service agency or a better-suited organization that can address non-crime-related needs, assistance in applying for the Pennsylvania victim's compensation assistance program (VCAP), court and other criminal justice-related accompaniment, assistance writing victim impact statements, relocation advocacy and assistance, emotional support, and assistance with signing up for the state offender notification system amongst other case-by-case aid. We work for survivors of crime, not the criminal justice system which means we are able to advocate for our clients in non-traditional ways if asked.

One of our organization's main activities is helping survivors of crime file for and navigate the victim's compensation program. Our team was able to assist clients in receiving almost a quarter of a million dollars in compensation during the last fiscal year.

This money helped ease financial stress ranging from the cost of ambulances, medicine, and transportation- all of which will be broken down further in the next page.



VCAAP year long **BREAK DOWN**

AMBULANCE	\$ 4,280.00
CLOTHING FOR DECEASED	\$ 132.21
COUNSELING - ADULT VICTIM	\$ 5,850.00
COUNSELING - VICTIM'S RELATIVES	\$ 795.00
LOSS OF EARNINGS - CLIENT TRAUMA	\$ 4,362
DOCTOR	\$ 3,417.16
FUNERAL FLOWERS	\$ 550.00
FUNERALHOME/ CEMETERY	\$ 97,460.38
HOSPITAL	\$ 28,927.72
LOSS OF EARNINGS - CARE FOR VICTIM	\$ 1,151.93
LOSS OF EARNINGS - PHYSICAL DISABILITY	\$ 72,027.37
MEDICATIONS	\$ 11.99
MEMORIAL MEAL	\$ 2,132.14
MEMORIAL MONUMENT	\$ 1,601.00
PHYSICAL THERAPY/ CHIROPRACTOR	\$ 920.50
RELOCATION - LODGING	\$ 2,000.00
RELOCATION - RENTAL HOUSING	\$ 5,000.00
STOLEN BENEFIT CASH	\$ 1,262.00
TRANSPORTATION/ MEALS	\$ 625.90

VCAP

BROKEN DOWN

by quarter

QUARTER ONE

<i>Ambulance</i>	\$2,110.00
<i>Clothing for the deceased</i>	\$98.25
<i>Counseling for relative</i>	\$795.00
<i>LOE - client trauma</i>	\$3,458.56
<i>Doctors</i>	\$1,282.15
<i>Funeral Flowers</i>	\$475.00
<i>Funeral home/ cemetery</i>	\$28,767.68
<i>Hospital</i>	\$21,240.37
<i>LOE: survivor physical disability</i>	\$9,150.64
<i>Medications</i>	\$11.99
<i>Memorial meal</i>	\$1,980.67
<i>Relocation - rental housing</i>	\$3000.00
<i>Stolen benefit cash</i>	\$862.00
<i>Transportation / meals</i>	\$475.38
Total:	\$73,707.69

QUARTER TWO

<i>Ambulance</i>	\$1,930.00
<i>Clothing for the deceased</i>	\$33.96.00
<i>Doctors</i>	\$809.51
<i>Funeral home/ cemetery</i>	\$10,725.00
<i>Hospital</i>	\$568.11
<i>LOE: survivor physical disability</i>	\$16,036.37
<i>Memorial meal</i>	\$151.47
<i>Physical therapy/ chiropractor</i>	\$920.50
<i>Relocation- rental assistance</i>	\$1,000.00
Total:	\$32,174.92

QUARTER THREE

<i>Counseling- adult victim</i>	\$2,775.00
<i>LOE: Clmt trauma</i>	\$154.00
<i>Doctors</i>	\$1,295.50
<i>Funeral home/ cemetery</i>	\$26,855.50
<i>Hospital</i>	\$7,009.45
<i>LOE: HC-Care for victim</i>	\$1,151.93
<i>LOE: physical disability</i>	\$24,160.20
<i>Memorial monument</i>	\$1,601.00
<i>Relocation: lodging</i>	\$1,000
<i>Stolen benefit cash</i>	\$400.00
<i>Transportation/meals</i>	\$75.74
Total:	\$66,478.32

QUARTER FOUR

<i>Ambulance</i>	\$240.00
<i>Counseling - adult victim</i>	\$3,075.00
<i>LOE - client trauma</i>	\$749.98
<i>Doctor</i>	\$30.00
<i>Funeral Flowers</i>	\$75.00
<i>Funeral Home / Cemetery</i>	\$31,112.20
<i>Hospital</i>	\$109.79
<i>LOE - physical disability</i>	\$22,680.16
<i>Relocation - lodging</i>	\$1,000.00
<i>Relocation - rental housing</i>	\$1,000.00
<i>Transportation / Meals</i>	\$74.78
Total:	\$60,146.91

WHO WE SERVED

154
men

271
women

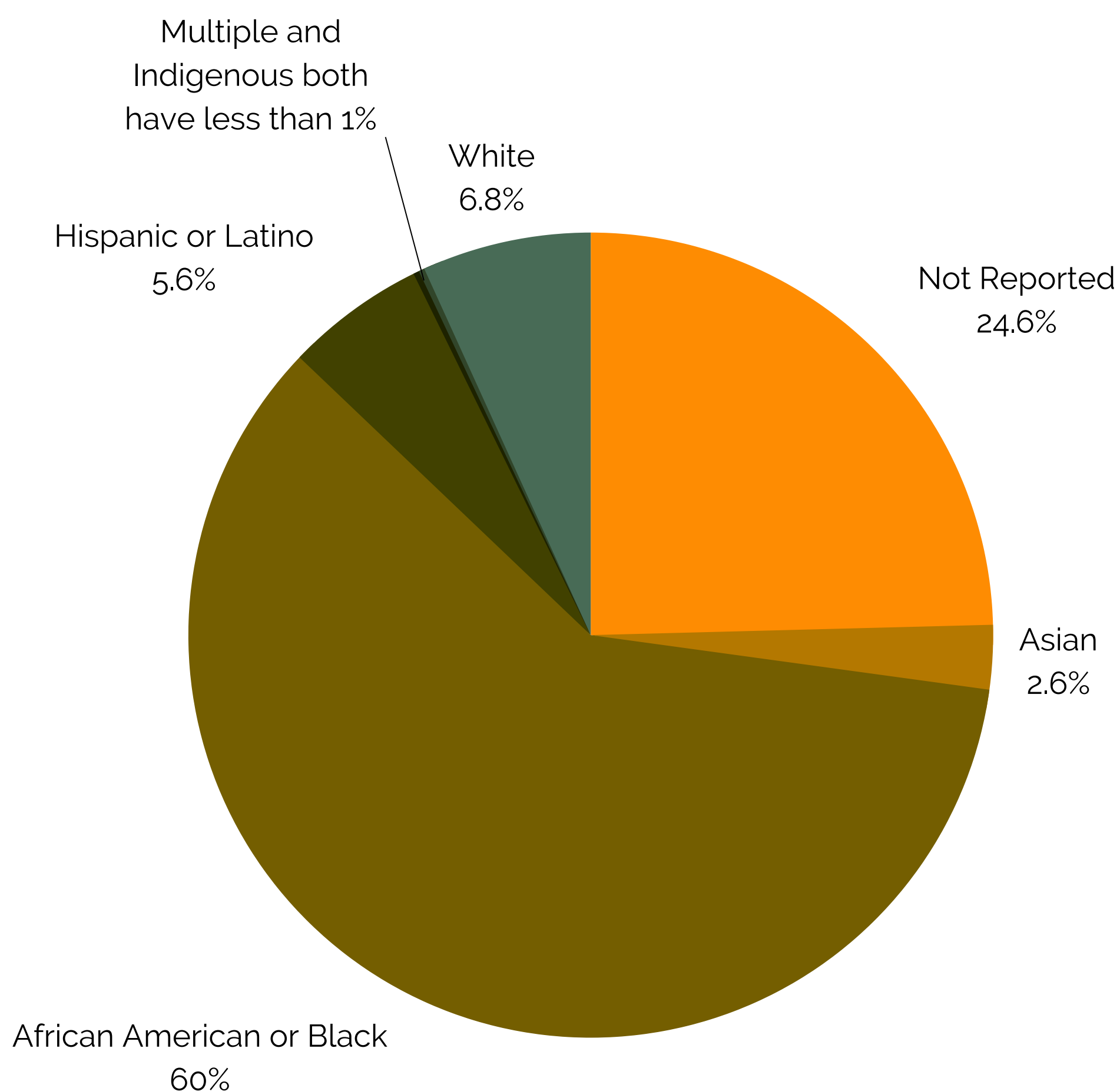
1*
transgender
individual

1
gender not
reported

63% of the clients Central Division Victim Services served over the last fiscal year were women. A majority of 307 clients reported being within the 25 to 59 age range.

These statistics are not to conclude that more women, individuals between the ages of 25-59, or Black individuals are victimized in our service area than their counterparts. Rather, it may implicate that which demographics are more likely to seek out services following a victimization. These numbers may also be able to highlight barriers in reaching different communities in our service area.

AGE	# of clients
0-12	12
13-17	17
18-24	41
25-59	307
60 and older	47
Not reported	3



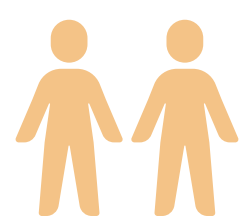
*A drawback of the ETO enterprise is that it does not specify if an individual is a transgender man or woman. Furthermore, it does not give any further options beyond man, woman, or transgender which erases genderfluid, non-binary, and other gender identities. Because it is self-reported data coming from information our clients feel comfortable sharing, the number of transgender clients may not mirror reality.

WHAT VICTIMIZATIONS WE SERVED

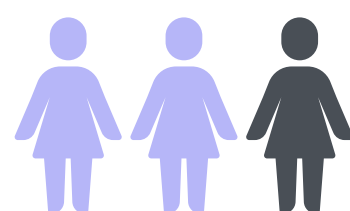
The most common victimization during the 2021-2022 fiscal year was **adult physical assault** which makes up **41% or 175** of the primary type of victimizations our clients had to heal from.

101, or **24%**, of the individuals we worked with were loved ones who lost a loved one and are **survivors of homicide**. The 3rd most commonly reported type of victimization was **domestic violence** where we worked with **44 survivors**.

Additional reported victimizations:



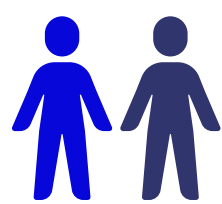
2 survivors of adult physical assault



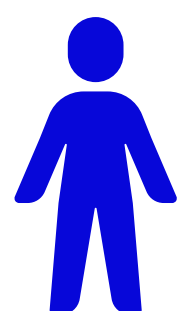
2 survivors of arson and 1 of 'other' property crime



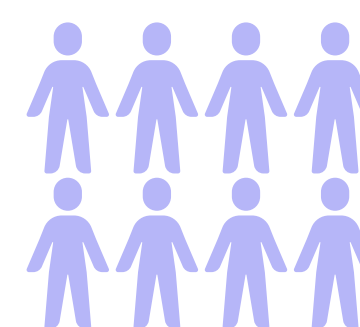
1 survivor of a human trafficking



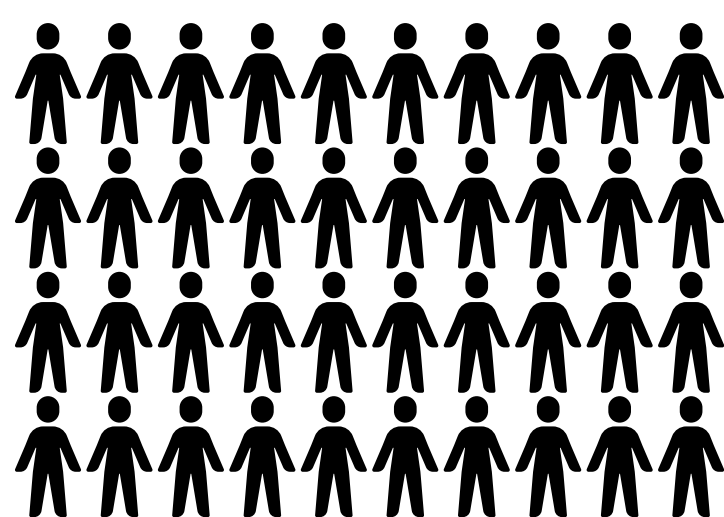
1 teen who was bullied and 1 who is a survivor of teen dating violence



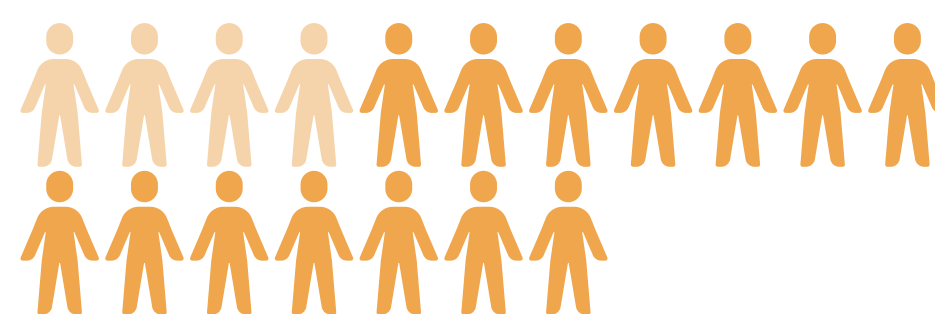
1 survivor of a hate crime



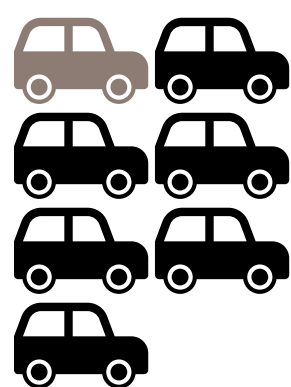
8 theft, fraud, or other financial crime victims



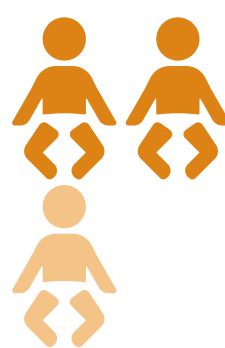
40 children who were abused or neglected



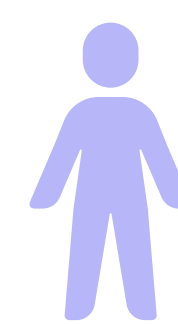
4 individuals who were burglarized and 14 who were robbed



1 individual who was victimized in a DUI and 7 others victimized by "other" vehicular crimes



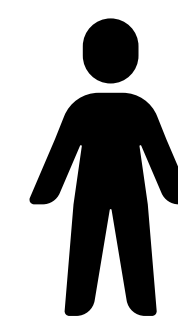
2 children who are survivors of sexual abuse / assault and 1 who was kidnapped



1 survivor of terroristic threats



18 survivors of stalking and harassment



1 survivor of reckless endangerment

Additionally, 4 clients we worked with over the past year received services for multiple victimizations.

ETO touchpoints

While assisting clients in filing and navigating the Pennsylvania Victim's Compensation Program is one of the most frequent activities our organization performs, that is only a fraction of what our services and daily activities consist of. As mentioned above, CDVS uses Efforts to Outcomes (ETO) as our data-tracking system.

VCAP ASSISTANCE	108
INFORMATION ABOUT THE CRIMINAL JUSTICE PROCESS	206
INFORMATION ABOUT VICTIMS RIGHTS	413
REFERRAL TO OTHER VICTIM SERVICE PROGRAMS	26
REFERRAL TO OTHER SERVICE PROVIDERS / RESOURCES	123
INDIVIDUAL ADVOCACY	1,106
IMMIGRATION ASSISTANCE	1
INTERVENTION W/ EMPLOYER, CREDITOR, LANDLORD, OR ACADEMIC INSTITUTION	3
CRISIS INTERVENTION (INCLUDES SAFETY PLANNING)	4
RELOCATION ASSISTANCE (VOCA)	7
VICTIM IMPACT STATEMENT ASSISTANCE	2
CRIMINAL ADVOCACY ACCOMPANIMENT	25

Due to it being self-reported, some of the numbers that will be described below may be slightly inaccurate. Each number below represents a Touchpoint Effort a staff member input. Touchpoints are any act of communication to or on behalf of a client. In many cases, clients receive multiple touchpoints and often times receive the same service more than once. Many of the utilized touchpoints are self-explanatory.

Notably, the most frequently used touchpoint is "individual advocacy." This activity is an umbrella that encompasses much of what staff spends time doing each day such as 1. Any check-in's or case updates 2. Communication with claim specialists, law enforcement, family members, or other important individuals on behalf of our clients, 3. Text or email communications related to gathering claim documentation, 4. Any attempts to call and check in where only a voicemail is left, 5. Meetings that do not involve filing the VCAP claim, 6. Any misc activities that do not fit into the other touchpoint categories.

CDVS staff has made **over 2,000 touchpoints** during the 21/22 fiscal year! A feat that we hope to improve as time moves forward and staff maximizes ETO as a tool.