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AN EVALUATION OF
VICTIM-WITNESS PROGRAMS
PHASE I REPORT

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ACQUISITIONS

Conducted by the Correctional Services and Planning and Evaluation Sections
of the
Department of Criminal Justice Services

December, 1988

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EXECUTIVE SUMMARY

There are currently 32 victim-witness programs operating in the Commonwealth of Virginia. Seven programs are funded with commonwealth general-fund revenues and/or local revenues, and 25 are funded using a combination of federal Victims of Crime Act (VOCA) grant money, commonwealth revenues designated as grant money for assisting crime victims, and local revenues. The Department of Criminal Justice Services (DCJS) is the administering agency of both the commonwealth and VOCA victim-assistance grant money. The 25 programs that receive these funds are hereafter referred to as the "grant" programs.

In the four fiscal years 1985-1988, the General Assembly has appropriated \$775,000 specifically for victim-witness services. All of these funds have been administered through DCJS. In addition, DCJS has received \$774,600 in federal victim-assistance monies.

As the administering agency, DCJS has the responsibility for assuring that commonwealth monies are used to promote the goals and objectives for which they are intended. Consequently, staff from the DCJS Planning and Evaluation Section and the DCJS Manager for Victim Services began preparation for the evaluation of victim-witness programs during FY 1986. In this period, program objectives were clarified, program impact measures corresponding with these objectives were developed, and agreement between the program coordinators of the 25 grant programs and the DCJS Manager for Victim Services was reached on the content of a new quarterly report. This report was implemented on July 1, 1986.

The evaluation report that follows is primarily a detailed description of the grant programs and a presentation and analysis of the data submitted by these programs in the quarterly reports of FY 1987. It constitutes a first look at the number and types of victims served and the distribution of services provided in this funding period. The report marks the completion of the first phase of a two-phase evaluation of victim-witness programs in Virginia. The second phase of the evaluation will take a more qualitative approach, and will examine issues such as the differences between the locally-funded and grant-funded programs, the adequacy of program services, program utilization of local resources, and future plans.

PROGRAM DESCRIPTION

The grant programs are part of a wide range of initiatives undertaken by the Commonwealth to assist crime victims. These include the creation of a victims' compensation fund (1976), the inclusion of victim impact statements (VIS) in pre-sentencing reports (1983), a General

Assembly resolution urging criminal justice personnel to treat victims in a dignified and respectful manner (1984), and other legislation that assists victims in the collection of court-ordered restitution, helps to establish rape crisis and domestic violence centers, and provides interpreters for deaf and non-English speaking victims. Nineteen of the grant programs have been established since July 1, 1984.

The victim-witness programs are designed to perform three basic functions in serving the victims of crime. These are:

- (1) to provide counseling, referrals for counseling, or referrals to social services. Some programs provide counseling at the crime scene. All grant-funded programs provide crisis-intervention services on a twenty-four hour basis or provide referral to such services;
- (2) to notify victims about victims' compensation and to assist victims in applying for such compensation. Program staff also make presentations before community, school and church groups to inform the public about victims compensation and the services provided by their individual programs; and
- (3) to assist victims in dealing with the complexities of the criminal justice system. This includes notifying the victim about the status of the police investigation, explaining the steps in the adjudication process, counseling adult and child victims about what they can expect to occur in a court proceeding, or simply showing victims or witnesses the courtrooms where hearings or trials take place.

To carry out these functions, each program must strive to accomplish sixteen (16) mandatory and six (6) strongly recommended service objectives. Program staff are free to emphasize those objectives that, in their opinion, best serve the needs of victims in their communities.

The grant programs operate in 8 urban, 8 suburban, and 9 rural localities. Forty-three percent (43%) of all the Uniform Crime Report crimes reported in Virginia in 1986 occurred in these localities. Thirty-two percent (32%) of Virginia's estimated 1986 population reside in these localities.

Organizationally, 17 of the grant programs are sponsored or placed under the auspices of the local Commonwealth's Attorney. Four programs are sponsored by local sheriff departments and three others are sponsored by local police departments. The Montgomery County victim-witness program operates as a private, non-profit organization.

Grant program operating budgets in FY 1987 ranged from \$8,055 (Amherst County) to \$76,633 (Norfolk). The average budget was \$31,951. VOCA monies constituted 49% of the \$798,785 total of all operating budgets. State grant monies and local monies constituted 24% and 27% respectively. Only fifteen of the 25 grant programs receive local funds.

Seventeen of the grant programs are directed by a single, paid, full-time administrator: the Victim-Witness Coordinator. Four programs have two paid, full-time, staff members, and one (Norfolk) has four paid, full-time, staff members. Three of the grant programs are directed by a paid administrator who works part-time.

In several of the urban programs, locally derived monies have been used to fund positions that supplement those paid from the operating budget. All of the programs vary in terms of their success at recruiting and utilizing volunteer workers.

PROGRAM CLIENTS

The 25 victim-witness programs serve "generic-service" and "direct-service" clients. Generic-service clients are those victims, witnesses, and other citizens of a locality whose contact with victim-witness staff is limited to their request for or receipt of generic program information (e.g., brochures) or routine contact related to case scheduling (e.g., witnesses contacted to inform them about scheduled court appearances). Direct-service clients are clients with whom contact with victim-witness staff extends beyond that of the generic clients. This contact involves the direct provision of services that help alleviate the problems arising from the commission of a particular crime. In FY 1987, the 25 grant programs served 30,583 generic-service clients and 7,679 direct-service clients.

The direct-service clients are divided into four categories: victims, victims' family members (relatives or housemates who have been in close contact with the victim), law enforcement witnesses (mostly arresting officers who must be apprised of case progress and court appearances) and civilian witnesses. There were 4,549 victims, 584 victim family members, 835 law enforcement witnesses, and 1,711 civilian witnesses among the programs' FY 1987 direct-service clients. The variance between individual programs in the numbers of persons in each of these categories is a function of differences in local population, local crime rate, program budget, staff size, use of volunteers, service priorities, etc. Furthermore, the numbers are derived from a new reporting mechanism and may, therefore, be less accurate and reliable than numbers produced by an older mechanism. No conclusion about the meaning of this program variance is warranted at this time.

NATURE OF THE DATA BASE REPORTED

Most of the information reported in the quarterly report is reported in order to satisfy federal (VOCA) reporting and program evaluation requirements. The federal government requires that states report:

1. demographic characteristics of direct-service victims;
2. the type of crimes that were perpetrated against the direct-service victims;
3. a count of the various services provided;
4. the sources of program referrals;
5. whether the victims' cases have been reported or prosecuted;
6. the number of paid and volunteer staff hours expended in service to program clients; and
7. the number of hours of training either received, or presented by the victim-witness staff.

This information is presented in the attached report in the order given above.

DEMOGRAPHIC CHARACTERISTICS OF DIRECT-SERVICE VICTIMS

Fifty-seven percent (57%) of the 4549 FY 1987 direct-service victims were female. Fifty-nine percent (59%) were caucasian and forty-eight percent (48%) were under the age of 29. Only 2% were known to be physically handicapped. The percentage of female victims does not appear to be disproportionately high. Though demographic information on crime victims in the Commonwealth of Virginia is scarce, that which is taken from pre-sentence investigations shows that among victims of crimes against persons, 54% were female. In addition, the percentage of female victims served by programs headed by female coordinators does not vary from that of programs headed by male coordinators. Demographic information on the direct-service victims of individual programs is located in Appendix D.

TYPES OF CRIME VICTIMS SERVED: FY 1987

The great majority of the victims served by the 25 grant programs were victims of crimes against persons. The categories of homicide, rape, and other sex offenses, child abuse, spouse abuse, robbery, and other crimes against persons account for 74% of all direct-service victims served. Another 23% were the victims of property crimes (burglary, larceny, auto theft, and fraud).

The data also reveals the emphasis that victim-witness programs place on serving female and child victims. Child abuse, spouse abuse and rape victims constitute 24% of the total number of victims served in FY 1987.

While these offenses make up only about 1% of all reported crime annually, they sometimes impact the victim such that he or she is more likely to require victim services.

TYPES OF DISTRIBUTION OF PROGRAM SERVICES: FY 1987

During FY 1987, a count was made of each service provided by the victim-witness staff of the 25 grant programs. The aggregate and individual program totals are presented in Section VII, Tables 8 and 9. The aggregate data show that sending or giving out written information (39%), notifying victims and witnesses about significant events in the adjudication of their cases (25%), and informing victims and witnesses about the final disposition of cases (15%) constitute the bulk of the services rendered. The next most frequently provided services were staff assistance to victims wishing to obtain restitution (5%), and assistance to victims wishing to obtain compensation (3%). Service counts, however, do not reflect the amount of time expended in providing these services. Services such as crisis counseling, interceding with employers, helping in the preparation of Victim Impact Statements, all require much more staff time than that implied by the service counts for these services.

Because the FY 1987 quarterly reports contained the first count of services provided in a funding period, there was concern about the reliability of the service counts reported. Individual program service counts that were unusually high or low in relation to those reported by the other programs or in relation to the per-program average count were identified. In total, 23 service counts, submitted by 14 programs were identified. The program coordinators of these programs were asked to explain why the counts were deviant.

In most cases, the counts were explained as the result of strong program emphasis on a particular service. There were a number of instances, however, where the amount of variation to be explained remained at odds with the explanation given. Although great effort was made to clarify the methodology to be used in calculating the various counts, it is recommended that a meeting of program coordinators be held to identify and resolve instances where disagreement about service count methodology exists. Such a meeting should focus on the deviant counts identified in the attached report.

The newness of the data makes any judgement about the adequacy of program services based on service counts unwarranted. In addition, there are at present no models of victim services that outline optimal levels of services and provide criteria against which programs can be judged. Each crime varies in its effect on the victim, and victims vary in terms of the resources they have available for coping with victimization. At this time, the best approach is to encourage program staff to contact victims as soon as victimization can be verified and, from that point on, provide all available services to the victim on an "as needed" basis.

ADDITIONAL INFORMATION OBTAINED FROM THE QUARTERLY REPORTS

Sources of Program Referrals: Eighty-four percent (84%) of all clients that received direct services in FY 1987 were referred by law enforcement officers, Commonwealth's Attorneys, or victim-witness program staff. Only 7% of the referrals were victim initiated. A more refined breakdown is hindered by the fact that there is no operational definition for the term "referral."

Case Status At the Time Services Are Provided: Fifty-nine percent (59%) of all cases of direct-service clients terminated by victim-witness staff in FY 1987 were cases that were prosecuted. Twenty percent (20%) of the terminated cases were cases in which there was no arrest, and 19% were cases in which an arrest was made but no prosecution occurred. Only 2% of the cases involved victims of unreported crimes.

On-Call Systems, Resource Directories, and Separate Waiting Areas: By the end of FY 1987, all 25 programs had established an effective "on-call" system for notifying victims and witnesses about their need to appear in court, had developed a resource directory to inform staff and clients of all local resources for helping victims, and were providing separate waiting areas near courtrooms so victims would not be threatened or intimidated by offenders.

Staff Time Expended: The hours of staff time expended are presented without accompanying analysis. Analysis of this data is complicated by the fact that programs differ in the availability of paid or volunteer staff, and the current lack of guidelines on how the hourly figures should be calculated. The aggregate data showed that approximately 20% of all staff time was expended in service to witnesses.

EVALUATION RECOMMENDATIONS

In view of the data reliability problems referred to in the body of the report, the evaluation team recommends that these problems be discussed at a meeting of program coordinators. The possibility of forming a committee of program coordinators to study and recommend ways to standardize the methods used to determine counts required by the quarterly report should be discussed. This committee could monitor the implementation of any necessary changes and serve as a resource for coordinators who are unclear as to how the counts are to be calculated. The program coordinators should be queried as to how the quarterly report can be improved.

I. HISTORY OF FUNDING OF VICTIM-WITNESS SERVICES

The first victim-witness programs in Virginia were funded primarily with federal grant monies from the Law Enforcement Assistance Administration (LEAA). Starting with the Portsmouth City program in 1976, six LEAA-funded programs were initiated. These grants were administered by the Division of Justice and Crime Prevention (DJCP), the predecessor to the Department of Criminal Justice Services (DCJS). When LEAA funding was discontinued in FY 84-85, five of the programs were able to secure local funding, while the remaining program (Portsmouth) obtained funds from the State Compensation Board.

Victim-witness programs have been supported with state appropriated monies ever since 1984 when the General Assembly created a victim-witness grant program and designated the DCJS as the administering agency. The initial FY 84-85 appropriation of \$75,000 was used to start six new programs. This increased the total number of victim-witness programs to 12. In FY 87-88, the Commonwealth will contribute \$300,000 to support the 25 grant programs.

In 1985, the federal Justice Assistance Act (JAA) and Victims of Crime Act (VOCA) were passed. Both acts provided funds for victim and/or witness services. DCJS was designated by the Governor as the Commonwealth's administering agency for these funds. During FY 85-86, \$138,000 of JAA money was used to support three existing and 12 new programs. Since then, the only federal monies used have been VOCA funds. In FY 87-88, \$270,600 of VOCA funds will be distributed to 25 programs.

In all, 32 localities in Virginia have initiated programs to serve crime victims and witnesses. Seven of these programs rely primarily on local resources while the remaining 25 rely on a combination of federal, state and local monies. The latter 25 programs receive their state and federal funds through DCJS. Table 1 summarizes the history of victim-witness funding, identifies each of the 32 programs and indicates the time that each program began.

TABLE 1: Number of Victim-Witness Programs By Funding Period and Funding Source

FUNDING PERIOD	FUNDING SOURCE					Total	Narrative
	Local/ LEAA	Local/ State	State Grant/ Local	JAA/ State Grant/ Local	VOCA/ State Grant/ Local		
1976 to FY 83-84:	6	0	0	0	0	6	LEAA and local funds only: Arlington, Leesburg/Loudoun, Lexington/Rockbridge, Portsmouth, Richmond, and Virginia Beach
FY 84-85:	0	6	6	0	0	12	Six former LEAA programs obtain local or state funds. \$75,000 in state grant money supports six new programs: Alexandria, Albemarle, Chesapeake, Hampton, Norfolk, Roanoke City
FY 85-86:	0	6	0	19	0	25	Fairfax begins locally-funded program; Portsmouth moves to state/federal funding; \$200,000 state and \$138,000 federal JAA money combined to support 7 existing programs (including Portsmouth) and 12 new programs: Amherst, Campbell, Chesterfield, Franklin, Henry, Hopewell, Lynchburg, Montgomery, Newport News, Roanoke, Tazewell, York
FY 86-87:	0	7	0	0	25	32	Lynchburg moves to local funding; \$200,000 state and \$366,000 federal VOCA money support 18 existing (Lynchburg not counted) and 7 new programs: Bristol, Fredericksburg, Patrick, Petersburg, Suffolk, Warren, Winchester
FY 87-88:	0	7	0	0	25	32	Seven non-grant programs funded primarily from local funds; \$300,000 state and \$270,600 federal VOCA money for the other 25 programs

II. RATIONALE AND DESCRIPTION OF THE TWO-PHASE EVALUATION

The Commonwealth of Virginia began funding victim and witness services in FY 1985. In the four fiscal years 1985-1988, a total of \$775,000 has been appropriated for these services. As administering agency, DCJS has the responsibility to see that these monies are used to promote the goals and objectives for which they were intended. In light of this fact, members of the DCJS Planning and Evaluation Section and the DCJS Manager for Victim Services began the task of program evaluation during FY 85-86. Program objectives were revised, operational measures were defined, and agreement between the 25 grant program coordinators and the DCJS Manager of Victim Services was reached on the content of a quarterly report (discussed below). This report was implemented among the 25 programs on June 1, 1986.

By October, 1987, the July 1, 1986 to June 30, 1987 data on victims and victim services was available for analysis. At this time, it was decided that the evaluation would be divided into two phases. The first phase, which is reported in this document, would address the following:

1. a brief history and description of the 25 victim-witness programs partially funded with federal Victims of Crime Act (VOCA) money;
2. development of the Quarterly Report;
3. demographic profile of direct service clients for FY 1987;
4. type of crime victims served: FY 1987;
5. sources by which victims are referred to program staff and case status at the time services are provided;
6. types and distribution of services provided in FY 1987; and

The second phase will be initiated in calendar year 1989. This phase will address:

1. differences between the seven locally-funded programs and the 25 grant programs;
2. victim and witness satisfaction with program services;
3. program utilization of community resources;

4. working relationships between program staff and other actors in the criminal justice system;
5. gaps in service coverage, program responsiveness, and future plans; and
6. suggested programmatic and budgetary recommendations.

It is hoped that the information presented in the two evaluation reports will inform future victim-witness funding decisions and provide the basis for program improvement.

III. DESCRIPTION OF THE TWENTY-FIVE GRANT-FUNDED PROGRAMS

NOTE: This description is based largely on material contained in the report titled "Victim/Witness Programs: Balancing the Scales of Justice," DCJS, July 27, 1987.

Commonwealth Initiatives to Assist Crime Victims

The twenty-five victim-witness programs that receive state funds are part of a wide range of initiatives that the General Assembly has undertaken to assist crime victims. The other victim-related initiatives helped to establish:

1. The Criminal Injuries Compensation Fund - The Virginia Victims of Crime Act, establishing the compensation fund, was enacted by the 1976 session of the General Assembly and became effective on July 1, 1977 (see Code of Virginia, Sections 19.2-368.1 through 368.18). It provides for the reimbursement of out-of-pocket expenses for personal injuries suffered by victims who are not otherwise covered by insurance or public welfare. The Division of Crime Victims' Compensation is administered by the State Industrial Commission.

Revenue for the crime Victims' Compensation Fund comes from two sources, (1) the imposition of an additional court fee against all criminal defendants convicted of a felony or a Class I or Class II misdemeanor (other than drunkenness or disorderly conduct), and since 1986, (2) federal money, the total of which is dependent on the amount Virginia paid in compensation to victims the previous year and the ceiling placed on the Victims of Crime Act (VOCA) funds at the federal level.

2. Victim Impact Statements - The 1983 General Assembly provided for the inclusion of victim impact statements in pre-sentence reports (PSI). During the sentencing phase of a trial, the judge may review the victim impact statement (VIS) to consider the effects of the crime on the victim(s). The VIS gives the crime victim the opportunity to explain how victimization has effected his or her physical, financial and emotional status.
3. Fair Treatment of Victims and Witnesses - House Joint Resolution 105, enacted by the 1984 General Assembly, urges police, prosecutors and other elements of the criminal justice system to assure that crime victims and witnesses receive "...dignified, respectful, courteous and sensitive treatment..."

The resolution goes on to enumerate eight specific services to be provided to victims and witnesses. Among them are protection from threats and intimidation, referral to available social and financial services, separate waiting areas and employer intercession services.

4. Other Legislation - Other victim-related legislation includes provisions for victim restitution by offenders, establishment of rape crisis centers and domestic violence shelters. Additional legislation provides for the appointment of interpreters for deaf and/or non-English speaking victims.

Three Basic Goals or Functions of Victim-Witness Programs

Victim-witness programs are designed to assist victims of crime in coping with the trauma of being victimized and to reduce the emotional toll by assisting victims in dealing with the complexities of the criminal justice system. To this end, victim-witness programs perform three (3) broad functions.

The first is to provide counseling, referrals for counseling, or referrals to social services. Some programs provide counseling at the crime scene, as does the Albemarle County program. All grant programs are required to either provide crisis intervention services on a twenty-four hour basis or provide referral to such services. If these services are already available in the community, programs coordinate with, rather than duplicate, existing services. In addition, each program maintains a directory of community resources such as domestic violence shelters, rape crisis centers, emergency assistance, and crime prevention services. Program staff refer victims to these resources as needed.

The second function involves notifying victims about victims' compensation. Program staff provide information about eligibility criteria, assistance in applying for compensation, and follow-up when payment is delayed. Program staff also make public presentations to inform community, school and church groups about victims' compensation and the victim services provide through their programs.

The third function is to assist victims in dealing with the criminal justice system. Services include notifying the victim about the status of the police investigation, explaining the steps of the adjudication process, and informing the victim about what he or she can expect to occur during a court proceeding. Since victims are often afraid of the system and its potential impact on their lives, this information eases the stress associated with victimization.

Program Objectives

To carry out these functions or goals, each local program must strive to accomplish sixteen (16) mandatory and six (6) "strongly recommended" service objectives. These objectives are listed below.

MANDATORY SERVICE OBJECTIVES

1. Provide to victims information on any significant developments in the investigation and adjudication of the cases in which they are involved.
2. Provide written material to victims which must contain information about victims' compensation, restitution, victim impact statements, and an explanation of the steps in the criminal justice process. Other information such as maps, parking and public transportation may be included.
3. Advise victims of what they are entitled to under the restitution provisions of the Code of Virginia. In cases where restitution has been ordered, inform victims of that fact and monitor payments as needed.
4. Assist in the protection of victims from harm and threats of harm arising out of their cooperation with law enforcement, prosecution or defense efforts and provide information as to the level of protection available.
5. Assist in the prompt return to victims of any stolen property held for evidentiary purposes, unless there is a compelling law enforcement purpose for retaining it.
6. Provide, within thirty working days of the disposition of their cases, information about the dispositions to all victims assisted by the program.
7. Inform victims about compensation available to them as a result of their victimization, and advise them on how to apply for it. Where appropriate, assist victims in completing applications for compensation, act as liaison between victims and the Division of Crime Victims' Compensation, and provide follow-up on claims filed by victims.
8. Direct victims to law enforcement agencies for the purpose of obtaining crime prevention services.
9. Offer assistance to victims in obtaining repair of doors, locks and windows to prevent immediate re-burglarization of the victim's residence.

10. Provide information to schools and community groups and conduct public education presentations about program services and victims' compensation.

11. Provide to victims, either directly or by referral, emergency assistance, such as food and shelter, if necessary.

12. Coordinate with probation officers in the preparation of victim impact statements.

13. Provide crisis intervention services and specialized counseling (such as for victims of rape or domestic violence), or referral to such services and counseling, on a 24-hour basis.

14. Provide payment of all reasonable costs of a forensic medical examination of a crime victim, to the extent that such costs are not otherwise reimbursed or paid by third parties.

15. Develop an "on-call" system for victims to minimize unnecessary trips to court; and

16. Develop and maintain a directory of social services and community resources available to crime victims.

STRONGLY RECOMMENDED SERVICE OBJECTIVES

17. Provide escort and other transportation services related to the investigation or adjudication of the case, if necessary or advisable.

18. Provide intercession services in order to minimize employees' loss of pay and problems resulting from court appearances, to ensure that victims will be able to cooperate with the criminal justice process.

19. Provide child care services when necessary.

20. Provide courtroom tours for victims and explanations of the judicial proceedings in which they will be participating.

21. Provide information about the parole process and assist victims in completing and filing Parole Input Forms.

22. Provide a separate waiting area during court proceedings in order to afford victims privacy and protection from intimidation.

The grantee designs the local program so it meets DCJS grant requirements, yet serves the specific needs of the locality. Thus, though all twenty-five of the programs have similar service objectives, the emphasis given these objectives is different in each program. The program coordinator of the Tazewell County program, for example, determined that court-ordered restitution was not being closely monitored. In line with Objective 3, therefore, the coordinator proceeded to assist approximately 100 probationers in setting up restitution payment schedules. The probationers were able to make payment to the victim-witness office which, in turn, disbursed these payments to the victims. An estimated \$27,155 in restitution payments were processed between January 1, 1986 and June 30, 1987.

Another example is the victim witness program in Campbell County where the program coordinator works closely with victims of domestic violence (Objective 13). When a warrant is filed, the magistrate notifies the program coordinator, who then interviews the victim and provides counseling, shelter referral, general assistance and follow-up services as needed. The coordinator also counsels children caught up in domestic violence situations.

In addition to establishing uniform service objectives, DCJS encourages grantees to assist in the coordination of locally-provided victim and witness services and emphasizes the need to avoid any duplication of such services. Grantees are required to submit letters of support from other agencies in the community and develop cooperative service agreements with those agencies to which they make referrals.

The Alexandria City program is an example of this coordination. Staff from this program and from the local Rape Victim Companion program initiated an interagency task force on victims of violent crime. Through their work, a mayoral proclamation established a task force composed of representatives from eleven (11) organizations including hospitals, the victim-witness program and agencies related to social services, aging, and law enforcement. The task force meets to assess current services and identify services that still need to be provided.

Location, Urban Character, Local Sponsors and Operating Budgets

1. Location of the Programs - Thirty-two localities in Virginia have initiated programs to serve crime victims and witnesses. The locations of these programs are indicated on the map in the Appendix (see Appendix A).
2. Types of Localities - The localities served by the grant programs vary in terms of population, the incidence of crime, and the urban/rural character of their topography. Table 2 (p. 11) lists (1) the names of the localities, (2) the 1986 population estimates for these localities, (3) the number of 1986 Uniform Crime Report (UCR) crimes per 100,000 population of the localities, and (4) the urban/rural designation of the localities.

The urban/rural character of a locality was defined in terms of its relationship to one of Virginia's eight Metropolitan Statistical Areas (MSAs). The "central cities" of the MSAs are designated "urban," the non-central city localities are designated "suburban," and localities outside the MSAs are designated "rural."

The population of the localities served by DCJS programs range from 8,500 (Amherst County) to 274,800 (Norfolk). Fifty-nine percent (59%) of the state's estimated 1986 population reside in areas currently served by the thirty-two victim-witness programs (32% in the area served by the 25 grant programs and 27% in that served by locally funded programs).

The thirty-two victim-witness programs statewide serve localities that account for 74% of all 1986 reported UCR crimes. Forty-two percent (42%) occurred in the localities of the 25 DCJS programs and 33% occurred in the localities of the seven locally-funded programs. Three of the locally-funded programs are in highly populated, high crime localities (Fairfax County, Richmond City and Virginia Beach). NOTE: The 1986 population estimates and the 1986 UCR crimes per 100,000 population for the localities served by these latter programs are presented in Appendix B.

TABLE 2: Name, Population, UCR Crimes Per 100,000 Population, and Urban-Rural Designation of the Localities Served by the Twenty-Five Grant-Funded Victim-Witness Programs (Ordered by Population)

<u>LOCALITY</u>	<u>JULY 1, 1986 POPULATION ESTIMATE^a</u>	<u>% OF UCR CRIMES (1986)^b</u>	<u>1986 UCR CRIMES PER 100,000^c</u>	<u>URBAN-RURAL DESIGNATION^d</u>
Norfolk City	274,800	8.65	7113	Urban
Chesterfield County	172,400	2.70	3403	Suburban
Newport News City	161,700	3.65	5193	Urban
Chesapeake City	134,400	2.44	4147	Suburban
Hampton City	126,000	3.42	6045	Urban
Portsmouth City	111,000	3.08	6209	Urban
Alexandria City	107,800	3.32	6915	Suburban
Roanoke City	101,900	3.58	7993	Urban
Roanoke County	74,500	0.99	2868	Suburban
Montgomery County	66,100	0.90	2980	Rural
Albemarle County	60,900	0.77	2705	Suburban
Henry County	56,200	0.54	2104	Rural
Suffolk City	51,300	1.09	4629	Urban
Tazewell County	50,400	0.32	1385	Rural
Campbell County	47,200	0.32	1512	Suburban
York County	40,400	0.44	2401	Rural
Petersburg City	39,800	1.36	7590	Urban
Franklin County	37,200	0.27	1597	Rural
Hopewell City	24,100	0.48	4375	Suburban
Warren County	23,300	0.40	3887	Rural
Winchester City	21,200	0.66	7005	Rural
Fredericksburg City	19,500	0.52	5878	Rural
Bristol City	18,000	0.42	5094	Urban
Patrick County	17,600	0.14	1784	Rural
Amherst County	8,500	0.24	1829	Suburban

^aCalculated by the Center for Public Service (formerly the Tayloe-Murphy Institute) in conjunction with the U.S. Census Bureau.

^bPercentages are based on 1986 total of 223,366 UCR crimes reported statewide.

^cFrom Crime in Virginia: 1986, Uniform Crime Reporting Section, Virginia Department of State Police, 1987.

^dVirginia Statistical Abstract, 1987 Edition, Center for Public Service, University of Virginia, p. 482.

3. Local Sponsorship - The DCJS administered programs vary in terms of local agency sponsorship. Seventeen (17) of the 25 programs operate within the local Commonwealth's Attorney's office. Seven others are administered by local law enforcement agencies--four by sheriffs' departments and three by police departments. The remaining program, Montgomery County, is administered jointly by two privatenon-profit organizations, New River Community Sentencing, Inc., and New River Women's Resource Center. Program sponsorship is as follows:

COMMONWEALTH'S ATTORNEY SPONSORED PROGRAMS

Alexandria City	Henry County	Roanoke County
Amherst County	Newport News City	Suffolk City
Campbell County	Norfolk City	Tazewell County
Franklin County	Patrick County	Winchester City
Fredericksburg City	Portsmouth City	York County
Hampton City	Roanoke City	

LAW ENFORCEMENT SPONSORED PROGRAMS

Bristol City	- Sheriff	Albemarle County	- Police
Chesapeake City	- Sheriff	Hopewell City	- Police
Chesterfield County	- Sheriff	Petersburg City	- Police
Warren County	- Sheriff		

PRIVATE NON-PROFIT SPONSORED PROGRAMS

Montgomery County

4. Operating Budgets: The twenty-five grant programs vary in the size of their operating budgets and in the number of paid staff dedicated to providing victim-witness services. Table 3 (p. 13) presents the FY 86-87 operating budgets and the relative proportion of federal, state, and local funds in these budgets. When comparing the relative contribution that federal and state monies make to a program, one point should be considered. The VOCA program requires that VOCA monies be limited to a maximum 50% of any grant awarded to a new program. VOCA money in grants awarded to programs in any continuing or succeeding year may consist of up to 75% of such grants. The new and continuing programs can be distinguished on this basis.

TABLE 3: Fiscal Year 1987 Operating Budgets of the Grant-Funded
Victim-Witness Programs

<u>Grantee</u>	<u>VOCA Federal</u>	<u>State Grant</u>	<u>Local</u>	<u>Total</u>
Albemarle County	\$ 2,870	\$ 957	\$ 27,000	\$ 30,827
Alexandria	25,352	8,451	34,282	68,085
Amherst County	6,040	2,015	-0-	8,055
Bristol	13,003	13,004	-0-	26,007
Campbell County	15,202	5,067	6,155	26,424
Chesapeake	12,630	4,210	19,876	36,716
*Chesterfield County	29,396	9,799	3,250	42,445
Franklin County	2,841	948	10,178	13,967
*Fredericksburg	13,082	17,148	25	30,255
Hampton	29,120	9,707	3,701	42,528
*Henry County	17,383	5,792	532	23,707
Hopewell	7,519	2,506	12,318	22,343
Montgomery County	15,041	5,014	396	20,451
Newport News	29,931	9,979	-0-	39,910
Norfolk	20,751	6,921	48,961	76,633
Patrick County	7,221	7,221	400	14,842
*Petersburg	14,387	14,388	-0-	28,775
*Portsmouth	29,750	9,915	22,594	62,259
*Roanoke	24,413	8,137	2,430	34,980
Roanoke County	7,500	2,500	20,002	30,002
Suffolk	10,339	12,621	-0-	22,960
Tazewell County	19,114	6,374	-0-	25,488
Warren County	11,424	11,424	-0-	22,848
Winchester	13,146	13,144	-0-	26,290
York County	16,492	5,496	-0-	21,988
TOTALS:	\$393,947	\$192,738	\$212,100	\$798,785

* Not a 12-month grant.

**Does not include the monetary value of local in-kind contributions.

IV. PROGRAM REPORTING REQUIREMENTS

Contents of the Quarterly Report

To satisfy federal reporting requirements and DCJS program evaluation requirements, a DCJS Victim Assistance Program quarterly report was devised. The format of this report was developed from information obtained during several site visits and from feedback generated from an initial distribution of the report to the coordinators. The final wording and organization of the report was decided following a training session for program coordinators in May of 1986. The report was implemented for all 25 grant programs on July 1, 1986. A minor revision was made after these coordinators reported difficulties while preparing the report for the initial two quarters of FY 86-87. A copy of the revised quarterly report form is attached as Appendix C.

The Quarterly Report Records:

- (1) the number of victims and witnesses that receive program services;
- (2) the demographic characteristics of the victims served;
- (3) the types of crime inflicted upon the victims;
- (4) the manner by which the victims heard about the program;
- (5) status of all direct-service victim cases terminated in the quarter;
- (6) the number of hours expended by program professional and volunteer staff in the provision of services;
- (7) the number of hours of training received by program staff;
- (8) the number of hours of training provided by program staff;
- (9) the number of services provided by staff in fulfillment of specific program objectives and the locally-set service targets; and,
- (10) a brief description of any important accomplishments achieved or problems encountered by local program staff.

In the sections below, the information gathered from the quarterly reports of FY 1987 will be analyzed and discussed.

Generic and Direct Service Clients

Because local program staff deal with some victims and witnesses more than others, and because they provide basic program information to interested groups and citizens as well as the victims and witnesses within their communities, there was a need to distinguish between program clients on the basis of the type of services provided. This distinction is known as the "generic-service" versus "direct-service" distinction. It is described in the Glossary of Terms section of the Quarterly Report.

Generic-service clients are those victims, witnesses, and other citizens of the locality whose contact with victim-witness program staff is limited to their request for or receipt of generic program information (e.g., brochures) or to routine contact related to case scheduling (e.g., witnesses contacted by staff to inform them about their scheduled court appearances). Direct-service clients are clients with whom contact with victim-witness staff extends beyond provision of generic information or routine contact related to case scheduling. The services provided to direct-service clients are designed to alleviate problems or inconveniences arising from the commission of a particular crime. In FY 86-87, the 25 grant programs served 30,583 generic-service clients and 7,679 direct-service clients.

The direct-service clients are divided into four categories: victims, victims' family members (relatives or housemates who have been in close contact with the victim), law enforcement witnesses (mostly arresting officers whom the staff keeps apprised of hearings and court sessions at which they are to serve as witnesses for the prosecution), and civilian witnesses to a crime. Table 4 presents the FY 86-87 program totals of direct service and generic-service clients.

Some of the differences in the number of clients, victims and witnesses served are related to the fact that the programs vary in number of paid and volunteer staff. Seventeen programs are administered by a single, paid coordinator and three others only have a single, part-time coordinator. Four programs are administered by two paid staff and Norfolk, with the largest staff, has assigned program responsibilities to four staff members (see Table 13, p. 48).

The programs are even more diverse in terms of volunteer assistance. For FY 86-87, 11 programs reported fewer than 100 hours of volunteer assistance. Another 10 garnered between 100 and 500 hours of such assistance. The remaining four programs generated an average of 1,170 hours of volunteer assistance; Alexandria (573 hours), Chesterfield (730 hours), Norfolk (1,119 hours), and Portsmouth (2,257 hours). These differences in staff resources impact directly on the number of clients that can be served.

On the other hand, there are reasons why the number of clients served may not be related to program staffing. A local television report on the program, for instance, may generate requests for program information and, thus, increase the number of generic clients. If program staff were not involved in the initiation or production of this report, such an increase would be unrelated to the number or effort of program staff. Likewise, the nature of staff involvement can differ with the type of victim served. A violent crime that totally disrupts the life of a single victim can require the same hours of service that 10 less serious crimes may require.

Any conclusion based on information presented in Table 4 must be viewed with caution. Many of the programs are new and the program coordinators of these programs are still learning the most efficient ways to perform their jobs. Secondly, the data in Table 4 is based on a newly established report. It is not clear if, as yet, there is uniform agreement among program coordinators on how to calculate all of the requested

TABLE 4: Distribution of Generic-Service Clients and Direct-Service Victims and Witnesses for FY 86-87*

PROGRAM	GENERIC-SERVICE CLIENTS TOTAL	DIRECT SERVICE				TOTAL
		VICTIMS	VICTIM FAMILY MEMBERS	LAW ENF. WITNESSES	CIVILIAN WITNESSES	
Albemarle	118	384	80	170	54	688
Alexandria	2,917	966	112	112	243	1,433
Amherst	355	38	6	0	4	48
** Bristol	50	219	27	47	46	339
Campbell	1,634	165	95	85	343	1,433
Chesapeake	766	422	7	5	7	688
Chesterfield	1,879	52	3	31	2	58
Franklin	83	68	0	31	13	112
** Fredericksburg	545	58	4	30	77	169
Hampton	2,702	194	24	13	56	287
Henry	241	42	0	166	316	524
Hopewell	248	142	2	0	0	144
Montgomery	430	147	23	33	143	346
Newport News	517	262	10	1	16	289
Norfolk	7,887	121	14	3	20	158
** Patrick	200	165	24	66	155	410
** Petersburg	439	35	7	2	23	67
Portsmouth	4,457	342	68	0	7	417
Roanoke City	1,871	92	19	1	0	112
Roanoke County	446	195	13	43	44	295
** Suffolk	510	56	11	3	8	78
Tazewell	483	111	2	0	6	110
** Warren	120	29	13	13	36	91
** Winchester	272	127	0	6	49	182
York	1,413	117	20	4	43	184
TOTALS:	30,583	4,549	584	835	1,711	7,679

*Cumulative data from the Quarterly Reports of FY 86-87

**New programs that were not fully operational in FY 86-87.

figures. For example, there are several figures in Table 4 that appear to be unusually high or low in comparison to those submitted by the other programs or in comparison to locality size or crime rate. DCJS staff contacted the programs and solicited explanations for these figures. In the interest of developing a uniform methodology for completing the Quarterly Report, these unusual counts and associated explanations are listed below:

<u>TYPE OF COUNT</u>	<u>PROGRAM</u>	<u>FIGURE SUBMITTED</u>	<u>EXPLANATION</u>
Victims	Alexandria	966 (high)	Program is well staffed and has high visibility. City has a relatively high incidence of crime.
Victims	Bristol	219 (high)	Part-time Commonwealth's Attorney position has lead to a situation where the victim-witness staff has assumed the primary responsibility for dealing with crime victims.
Victims	Chesterfield County	52 (low)	Coordinator uses a narrower definition of "direct-service" than that described in the report "Glossary of Terms."
Victims	Norfolk	121 (low)	Shift in program focus.
Victims	Patrick County	165 (high)	Coordinator uses a broader definition of "victim" than that described in the "Glossary of Terms."

These victim counts and explanations indicate that there is still some difference of opinion among program coordinators about the methodology to be used in filling out the new Quarterly Report form. Though, this is not surprising, it is a problem that should be addressed.

This first year of data produced by the Quarterly Report provides an initial snapshot of victim and witness services. Until this report has been in use for four or five years and trend data for each program is available, the utility of this data as a means for assessing specific programs will be limited.

V. DEMOGRAPHIC PROFILE OF FY 86-87 DIRECT-SERVICE VICTIMS

To comply with federal requirements, information on the demographic characteristics of the FY 86-87 direct-service victims was collected on the quarterly report form. Table 5 presents the aggregate data on the gender, race, age, and handicap status of all 4,549 direct-service victims of the twenty-five DCJS-administered programs. The same data on the direct-service victims of each program is presented in Appendix D.

TABLE 5: Aggregate Data on the Gender, Race, Age and Handicap Status of All FY 86-87 Direct-Service Victims*

	<u>GENDER</u>		<u>HANDICAP STATUS</u>	
Male	41%	(1864)	Handicapped	2% (99)
Female	57%	(2577)	Non-Handicapped	90% (4070)
Unknown	2%	(108)	Unknown	8% (380)
Total	100%	(4549)	Total	100% (4549)

	<u>RACE</u>		<u>AGE</u>	
White	59%	(2703)	Under 12 Yrs.	5% (235)
Black	32%	(1444)	12 to 17 Yrs.	7% (337)
Hispanic	1%	(65)	18 to 29 Yrs.	36% (1619)
Asian	0%	(38)	30 to 44 Yrs.	25% (1140)
N. Amer.	0%	(2)	45 to 64 Yrs.	11% (501)
Unknown	8%	(297)	Over 65 Yrs.	4% (177)
			Unknown	12% (540)
Total	100%	(4549)	Total	100% (4549)

*Based on information submitted in the four quarterly reports (Project Progress Reports) of FY 86-87.

One statistic in Table 5 that requires explanation is the large percentage (57%) of females served by victim/witness programs. Given the image portrayed by television and newspapers, it would be easy to assume that most criminals are male and that the majority of crime victims are also male. The high percentage of females served by the victim-witness programs might, therefore, appear to be an indication of program bias. The available information on crime victims, however, does not support such logic.

Victim data from pre-sentence investigations (PSIs) ordered in FY 1987 cases where an offender has been convicted of a felony indicate that for the crimes against persons listed in the quarterly report (murder, rape, robbery, other crimes against persons [assaults and kidnapping], and other sex offenses), 54% of all victims were females.

The PSI victim data is based on a very narrowly defined set of cases. Victim/witness staff do deal with the victims of cases in which the offender has been convicted of a felony. But they also deal with the victims of property crimes, misdemeanor offenses, crimes where there has been no arrest or no conviction, and crimes that are unreported. The distribution of males and females among these latter types of victims is unknown. It is unlikely, however, that it is so dominated by males as to validate the notion that victim/witness programs are biased toward female victims.

Several other points are worth noticing. First, the fact that the percentage of direct-service victims who are female is higher than the percentage who are male is, to some extent, a function of the victim/witness program's emphasis on the problems of sexual, spouse, and child abuse. Victim/witness programs are a product of the women's movement, a movement concerned about the fact that the victims of rape, spouse and child abuse are often females whose plight has not been sufficiently appreciated by a male-dominated criminal justice system. This orientation and the fact that child and sexual abuse crimes leave victims emotionally traumatized (and in greater need of victim services), lead victim/witness advocates to place a strong emphasis on these, heretofore, ignored victims. The percentage of female victims may be a reflection of this emphasis.

Secondly, some people may believe that because 19 of the present 25 program coordinators are female, there may be a bias towards serving female victims. The data indicate, however, that the gender of the coordinator does not seem to affect the percentage of program clients who are female. The percentage of female victims among victims of the six programs that had male coordinators in FY 87 (Amherst County, Henry County, Montgomery County, Warren County, Hopewell, Newport News) is 58%, the same percentage as that of the 19 programs headed by a female coordinator.

Each demographic characteristic in Table 5 has an "unknown" category. Most of these counts are explained by the fact that some direct-service victims are stores or businesses that cannot be classified on the basis of

age, sex, etc. The variance among the "unknown" percentages, however, raises the question of whether different program coordinators are using different definitions of a "direct-service" client. Some "direct" services can be provided over the phone, making it more difficult to obtain descriptive information about the victim. A portion of the "unknown" percentages may be accounted for by this difficulty. To assure reliability of the demographic data, program coordinators should decide on a uniform method for collecting this data.

VI. TYPES OF CRIME VICTIMS SERVED: FY 1987

What type of crime victim do the grant-funded victim-witness programs serve? Does the type of crime victim vary from program to program? These questions are answered by the data presented in Tables 6 and 7. Table 6 presents the aggregate statistics and Table 7 presents the crime victim information on each specific program.

Table 6 indicates that the great majority of the victims served are victims of crimes against persons. The categories of homicide, rape, other sex offenses, child abuse, spouse abuse, other crimes against persons, and robbery account for 74% of all victims served. Another 23% of those served were the victims of property crimes (burglary, larceny, auto theft, and fraud). The great emphasis on serving victims of crimes against persons is even more evident in light of the fact that crimes against persons (murder, negligent manslaughter, forcible rape, robbery and aggravated assault) only comprise 8% of all Uniform Crime Report (UCR) crime-index crimes reported in 1986 (see Crime in Virginia, 1986, Virginia Department of State Police, Section II).

Another fact revealed by Table 6 is the emphasis that victim-witness programs place on serving child and female victims. Child abuse, spouse abuse and rape victims constitute 24% of the total number of victims served. These offenses only make up about 1% of all reported crime annually and only about 15% of all annually reported crimes against persons. Because these offenses, when compared with others, are more likely to traumatize victims, the need for victim services is usually greater.

TABLE 6: Aggregate Data on the Types of Crimes Perpetrated Against Direct Service Victims, FY 1987*

<u>TYPES OF CRIME</u>	<u>TOTAL REPORTED BY ALL 25 PROGRAMS</u>	<u>PERCENT OF ALL CRIMES REPORTED</u>
Homicide	157	3%
Rape	286	6%
Other Sex Offenses	217	5%
Child Abuse (Physical)	37	1%
Child Abuse (Sexual)	174	4%
Spouse Abuse	610	13%
Other Crimes Against Persons:	1567	35%
Robbery	301	7%
DUI/Hit and Run	24	0%
Property Crimes	1052	23%
Other	<u>124</u>	<u>3%</u>
TOTALS:	4549	100%

*Based on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987

TABLE 7: Program Totals of the Types of Crimes Perpetrated
Against Direct Service Victims, FY 1987*

<u>Programs</u>	<u>Homicide</u>		<u>Rape</u>		<u>Other Sex Offense</u>		<u>Child Abuse (Physical)</u>	
Albemarle	2%	(7)	3%	(12)	8%	(31)	3%	(10)
Alexandria	4%	(34)	4%	(37)	4%	(42)		(2)
Amherst	3%	(1)	21%	(8)		(0)		(0)
Bristol	2%	(5)	1%	(3)	5%	(10)		(1)
Campbell		(0)	4%	(6)	5%	(8)	1%	(2)
Chesapeake		(2)	2%	(9)	2%	(8)	1%	(3)
Chesterfield	6%	(3)	13%	(7)	10%	(5)		(0)
Franklin	12%	(8)		(0)		(0)		(0)
Fredericksburg	9%	(5)	10%	(6)		(0)		(0)
Hampton	7%	(13)	12%	(24)		(1)		(0)
Henry	2%	(1)	5%	(2)	5%	(2)		(0)
Hopewell	1%	(1)	5%	(7)	1%	(2)		(0)
Montgomery		(0)	9%	(13)	3%	(5)		(1)
Newport News	5%	(12)	14%	(37)	16%	(41)		(0)
Norfolk	3%	(4)	22%	(27)	2%	(2)	2%	(3)
Patrick		(1)	2%	(4)		(1)		(0)
Petersburg	3%	(1)	23%	(8)	11%	(4)		(0)
Portsmouth	7%	(23)	7%	(23)	12%	(41)		(1)
Roanoke City	14%	(13)	11%	(10)	1%	(1)	2%	(2)
Roanoke County	5%	(9)	6%	(12)	4%	(7)	3%	(5)
Suffolk	9%	(5)	23%	(13)	4%	(2)		(0)
Tazewell	1%	(1)	6%	(7)		(0)		(0)
Warren	3%	(1)	10%	(3)		(0)	10%	(3)
Winchester		(0)	2%	(2)	2%	(2)	1%	(1)
York	6%	(7)	5%	(6)	2%	(2)	3%	(3)
TOTALS:		157		286		217		37
Mean:		6.28		11.44		8.68		1.48

*Based on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987

TABLE 7 Continued:

<u>Programs</u>	<u>Child Abuse (Sexual)</u>		<u>Spouse Abuse</u>		<u>Other Crimes Against Persons</u>	
Albemarle	5%	(20)	22%	(84)	44%	(170)
Alexandria	2%	(20)	21%	(204)	35%	(336)
Amherst		(0)	3%	(1)	18%	(7)
Bristol	1%	(2)	1%	(3)	21%	(47)
Campbell	4%	(6)	69%	(114)	14%	(23)
Chesapeake	5%	(23)	5%	(19)	67%	(283)
Chesterfield	13%	(7)	4%	(2)	33%	(17)
Franklin		(0)	3%	(2)	13%	(9)
Fredericksburg	3%	(2)	3%	(2)	40%	(23)
Hampton	7%	(13)	15%	(30)	26%	(50)
Henry	7%	(3)		(0)	64%	(27)
Hopewell	9%	(13)	29%	(41)	44%	(62)
Montgomery	2%	(3)	26%	(38)	13%	(19)
Newport News		(1)		(1)	22%	(57)
Norfolk	9%	(11)	3%	(4)	38%	(46)
Patrick	2%	(3)	6%	(10)	22%	(36)
Petersburg	9%	(3)	3%	(1)	26%	(9)
Portsmouth	2%	(8)	4%	(14)	63%	(214)
Roanoke City	7%	(6)	4%	(4)	12%	(11)
Roanoke County	7%	(13)	2%	(3)	12%	(23)
Suffolk	7%	(4)	13%	(7)	38%	(21)
Tazewell	5%	(5)	1%	(1)	19%	(21)
Warren	7%	(2)	21%	(6)	7%	(2)
Winchester	3%	(4)	7%	(9)	16%	(20)
York	2%	(2)	9%	(10)	29%	(34)
TOTALS:		174		610		1567
Mean:		6.96		24.40		62.68

TABLE 7 Continued:

Programs	Robbery		DUI/ Hit and Run		Property Crimes		Other		Total All Crimes
	%	(#)	%	(#)	%	(#)	%	(#)	
Albemarle	4%	(15)		(0)	8%	(29)	2%	(6)	384
Alexandria	11%	(104)		(0)	17%	(166)	2%	(21)	966
Amherst		(0)	3%	(1)	42%	(16)	11%	(4)	38
Bristol		(1)		(0)	67%	(146)		(1)	219
Campbell	1%	(2)	1%	(2)	1%	(2)		(0)	165
Chesapeake	1%	(6)		(0)	16%	(69)		(0)	422
Chesterfield	4%	(2)	2%	(1)	15%	(8)		(0)	52
Franklin		(0)		(0)	57%	(39)	15%	(10)	68
Fredericksburg	7%	(4)	2%	(1)	22%	(13)	3%	(2)	58
Hampton	4%	(8)		(0)	28%	(54)		(1)	194
Henry		(0)		(0)	5%	(2)	12%	(5)	42
Hopewell	9%	(13)		(0)	1%	(2)	1%	(1)	142
Montgomery	1%	(2)		(0)	39%	(58)	5%	(8)	147
Newport News	3	(7)	1%	(3)	33%	(100)	1%	(3)	262
Norfolk	10%	(12)		(1)	4%	(5)	5%	(6)	121
Patrick	43%	(71)		(0)	24%	(39)		(0)	165
Petersburg	3%	(1)	3%	(1)	17%	(6)	3%	(1)	35
Portsmouth	4%	(14)		(0)	1%	(3)		(1)	342
Roanoke City	24%	(22)	1%	(1)	10%	(9)	14%	(13)	92
Roanoke County	2%	(3)	2%	(4)	59%	(116)		(0)	195
Suffolk		(0)		(0)		(0)	7%	(4)	56
Tazewell	1%	(1)		(0)	58%	(64)	10%	(11)	111
Warren		(0)		(0)	34%	(10)	7%	(2)	29
Winchester	6%	(7)	4%	(5)	55%	(70)	6%	(7)	127
York	6%	(6)	3%	(4)	22%	(26)	15%	(17)	117
TOTALS:		301		24		1052		124	4549
Mean:		12.04		1.00		42.08		4.96	181.96

Table 7 provides an indication of the emphasis that programs have placed on serving different types of crime victims. The chart below (based on Table 7 percentages) lists all programs that have provided more than 20% of their total services to a particular type of victim.

<u>Program</u>	<u>Type of Crime Victim</u>	<u>% of Local Victims Served</u>
Amherst County	Rape	21%
Norfolk	Rape	22%
Petersburg	Rape	23%
Suffolk	Rape	23%
Albemarle County	Spouse Abuse	22%
Alexandria	Spouse Abuse	21%
Campbell County	Spouse Abuse	69%
Hopewell	Spouse Abuse	29%
Montgomery County	Spouse Abuse	26%
Warren County	Spouse Abuse	21%
Chesapeake	Other Crimes Against Persons	67%
Henry County	Other Crimes Against Persons	64%
Portsmouth	Other Crimes Against Persons	63%
Patrick County	Robbery	43%
Roanoke	Robbery	24%
Bristol	Property Crimes	67%
Franklin County	Property Crimes	57%
Roanoke County	Property Crimes	59%
Tazewell County	Property Crimes	58%
Winchester	Property Crimes	55%

No conclusions or judgments about program emphasis are warranted at this time. What is perceived as emphasis may simply be an artifact of the type of crime most likely to occur in a community or the type of crime victim that local officials think should receive assistance. Until several years of Quarterly Report data have been compiled and analyzed, any comment or conclusion about program emphasis would be premature.

VII. TYPES AND DISTRIBUTION OF PROGRAM SERVICES: FY 1987

Aggregate and Individual Program Service Counts

Tables 8 and 9 present the count of all program services provided by the 25 grant programs during FY 1987. The numbers assigned to the services listed in the tables are the same as the program objective numbers listed in the DCJS Program Guide and Application Procedures and the service numbers on page 4 of the quarterly report form. The services listed in the tables do not include number 18 (courtroom tours and explanations) or number 19 (parole input) as these were added to the quarterly report after the FY 1987 reporting period. They also omit service number 10B (length of time devoted to presentations) because the directions for determining this number did not distinguish between preparation time and actual time of presentation. Table 8 presents aggregate service count data and Table 9 presents the service count for each of the 25 programs. The emphasis that the programs place on different services can be seen in the percentage column of Table 8. This column is based on a count of total services that does not include the number of citizens in attendance at staff presentations (No. 10C). This number is not considered a service count in this comparison because it is less related to staff effort than the other service counts.

The great majority of services (79%) involve the provision of information to victims, witnesses, or the public (services No. 1, 2 and 6). The next most frequently provided services were staff assistance to victims wishing to obtain restitution (5%) and assistance to victims wishing to obtain compensation (3%).

It is important to note that the service counts in Tables 8 and 9 do not reflect the amount of staff time expended in providing these services. Crisis counseling (13A), helping victims to prepare victim impact statements (12), and interceding with employers (16), for example, all require more staff time than implied by the frequency percentages shown in Table 8. While service counts are an important tool for appraising program impact, they are not necessarily a good indicator of how victim-witness staff spend their time.

TABLE 8: Aggregate Totals of Victim Witness Services
 Provided in FY 1987^a

<u>Program Service</u>	<u>Total for All 25 Programs</u>	<u>Percent of Total Services^b</u>
^c (1) Notify victim or witness of significant development in his or her case:	14,571	25%
(2) Written information mailed or given out:	23,073	39%
(3) Help victim obtain restitution:	3,164	5%
(4) Act to protect victims/witnesses from harm or threats:	311	d
(5) Help to retrieve stolen property held as evidence:	216	d
(6) Inform victims/witnesses about final disposition of their cases:	8,615	15%
(7) Help victims obtain compensation:	1,790	3%
(8) Referrals to local crime prevention services:	943	2%
(9) Help repair doors, windows, locks, etc.:	34	d

^aBased on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987.

^bThe percentages are based on a total of 58,633 services provided. This figure does not include service number (10C), the number of citizens attending staff presentations because this number is not considered to be a service.

^cService numbers correspond with the program objectives listed in the DCJS Program Guide and with the numbers on page 4 of the quarterly report (Project Progress Report).

^dService count is less than 1% of total services.

Table 8 Continued:

	<u>Program Service</u>	<u>Total for All 25 Programs</u>	<u>Percent of Total Services^b</u>
(10A)	Victim-witness staff presentations before citizen groups:	257	d
(10C)	Number of citizens in attendance:	6,132	b
(11A)	Help victims obtain food or shelter:	215	d
(11B)	Refer victims to agencies providing food or shelter:	438	1%
(12)	Help victim prepare Victim Impact Statement:	442	1%
(13A)	Provide crisis counseling:	1,039	2%
(13B)	Refer victims to mental health agency:	426	1%
(13C)	Refer victim to legal aid:	398	1%
(13D)	Refer victim for medical assistance:	219	d
(14)	Pay for forensic medical exams:	396	1%
(15)	Transportation/escort provided:	1,450	2%
(16)	Intercession with employer, school officials, etc.:	452	1%
(17)	Child care provided:	<u>184</u>	<u>d</u>
	Total all entries:	64,765	
	Total Services:	58,633 ^b	100%

Table 9 presents the first count of victim-witness services provided by the 25 grant-funded programs in a fiscal year (see pages 31-36). In observing or interpreting these counts, it must be remembered that the data was collected using a newly created report. Even though great efforts were made in the "Glossary of Terms" and "Explanation of Program Objectives" sections of the report form to clarify how service counts were to be calculated, the methodology used to arrive at these counts may have varied from program to program. Given this possibility, one of the objectives of this evaluation was to identify service counts that might be unreliable.

One method of identifying unreliable service counts is to examine the counts of a program that are significantly larger or smaller than those reported by other programs. To make such an examination, the service counts of each program were converted to their percentage of each program's count of total services provided. These counts of total services provided did not include the count of service number (1) notifying victims-witnesses of significant case developments, number (2) information packets mailed, number (6) notifying victims-witnesses of final case dispositions, or number (10C) citizens attending presentations. These counts are based somewhat on the use of form letters, routine mailings, citizen attendance at victim-witness staff presentations and may or may not reflect staff effort. They were, therefore, omitted in this particular comparison of the grant-funded programs.

After the percentages were generated, the columns of Table 10 were examined and anomalous counts and percentages identified. Anomalous counts and percentages were defined as one whose size in relation to program size were incongruous. Incongruity was also determined by comparing a program's service count with the average count of all 25 programs for each particular service. The most incongruous counts and percentages were identified. DCJS staff called the program coordinator of the programs reporting these counts and asked for an explanation. The anomalous counts and the subsequent staff explanations of these counts are as follows (see Figure 1 on page 37).

TABLE 9: Program Services Produced by the Twenty-Five Grant
Funded Victim/Witness Programs, FY 1987^a

<u>Programs</u>	<u>^b(1) Notify Victims/ Witnesses of Significant Developments in Their Cases</u>	<u>(2) Written Information Mailed or Given Out</u>	<u>(3) Help Obtain Restitution</u>
Albemarle	994	1630	^b 6% (36)
Alexandria	1865	3041	5% (38)
Amherst	45	355	65% (28)
Bristol	393	92	41% (173)
Campbell	923	1634	45% (270)
Chesapeake	477	607	(1)
Chesterfield	87	1905	5% (18)
Franklin	10	83	61% (57)
Fredericksburg	790	57	29% (39)
Hampton	1180	2172	15% (58)
Henry	405	220	31% (34)
Hopewell	75	365	1% (9)
Montgomery	194	553	(0)
Newport News	647	346	26% (295)
Norfolk	2049	3186	10% (94)
Patrick	428	200	38% (43)
Petersburg	133	387	3% (3)
Portsmouth	663	2460	4% (60)
Roanoke City	613	686	71% (314)
Roanoke County	1081	215	2% (25)
Suffolk	371	680	23% (43)
Tazewell	391	810	81% (1202)
Warren	47	175	1% (6)
Winchester	216	466	45% (73)
York	494	748	38% (245)
TOTALS:	14571	23073	3164
PROGRAM AVERAGE	583	923	127

^aBased on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987.

^bAll table percentages are based on the total count of services excluding services 1, 2, 6 or 10c. These latter services are either generic in nature (1, 2, 6) or unrelated to staff effort.

TABLE 9 Continued:

<u>Programs</u>	<u>(4) Protect Victim/Witnesses from Harm or Threat</u>		<u>(5) Help Return Stolen Property</u>		^b <u>(6) Inform Victim/ Witnesses of Final Case Disposition</u>
Albemarle	4%	(28)	3%	(20)	26
Alexandria	2%	(12)	3%	(24)	375
Amherst		(0)		(0)	0
Bristol	4%	(15)	1%	(4)	106
Campbell	8%	(47)	4%	(23)	749
Chesapeake	1%	(3)	3%	(9)	481
Chesterfield	6%	(22)	2%	(5)	24
Franklin	5%	(5)		(0)	66
Fredericksburg	1%	(1)	11%	(15)	45
Hampton	1%	(3)		(2)	1865
Henry		(0)		(0)	264
Hopewell		(2)	2%	(13)	10
Montgomery	16%	(89)	2%	(12)	324
Newport News	7%	(11)	1%	(6)	116
Norfolk		(3)	1%	(6)	255
Patrick	2%	(2)	1%	(8)	170
Petersburg	1%	(1)	6%	(6)	3
Portsmouth		(4)	1%	(13)	1799
Roanoke City	1%	(4)	1%	(4)	255
Roanoke County	1%	(19)	1%	(13)	320
Suffolk		(0)		(0)	214
Tazewell	2%	(25)	1%	(13)	204
Warren	1%	(7)		(0)	40
Winchester	1%	(2)	1%	(2)	118
York	1%	(6)	3%	(18)	786
TOTALS:		311		216	8615
PROGRAM AVERAGE		12		9	345

TABLE 9 Continued:

Programs	(7) Help Victim Compensation		(8) Referrals to Crime Prevention Services		(9) Repair Doors, Locks, etc.		(10A) Staff Presentations before Citizen Groups	
	%	(#)	%	(#)	%	(#)	%	(#)
Albemarle	13%	(88)	4%	(26)		(1)	1%	(8)
Alexandria	15%	(107)		(2)		(0)	3%	(21)
Amherst	21%	(9)		(0)		(0)		(0)
Bristol	9%	(37)		(1)		(1)	2%	(10)
Campbell	30%	(179)	7%	(42)	1%	(8)	2%	(11)
Chesapeake	8%	(22)	8%	(22)	12%	(34)	7%	(21)
Chesterfield	15%	(50)	2%	(5)		(1)	1%	(4)
Franklin	3%	(3)	1%	(1)		(0)	2%	(2)
Fredericksburg	17%	(23)		(0)		(0)		(0)
Hampton	10%	(40)		(0)		(0)	3%	(9)
Henry	46%	(51)		(0)		(0)	2%	(2)
Hopewell	5%	(39)	14%	(119)		(0)	2%	(21)
Montgomery	2%	(13)	1%	(8)		(0)	3%	(15)
Newport News	27%	(308)		(1)		(2)		(4)
Norfolk	56%	(508)	1%	(5)		(1)	3%	(28)
Patrick	6%	(7)		(0)		(0)		(0)
Petersburg	25%	(26)		(0)		(0)	1%	(1)
Portsmouth	5%	(87)	37%	(602)		(0)	1%	(14)
Roanoke City	16%	(70)		(0)		(0)	1%	(6)
Roanoke County	2%	(28)		(5)		(0)	1%	(10)
Suffolk	8%	(15)	4%	(7)	1%	(2)	6%	(12)
Tazewell	3%	(47)	6%	(95)		(0)	1%	(9)
Warren	3%	(4)	1%	(1)		(0)	25%	(30)
Winchester	13%	(21)		(0)		(0)	8%	(13)
York	1%	(8)		(1)		(0)	1%	(6)
TOTALS:		1790		943		34		257
PROGRAM AVERAGE		72		38		1		10

TABLE 9 Continued:

<u>Programs</u>	^b (10C)Citizens Attending Presentations	(11A)Help Obtain Shelter or Food	(11B)Refer Victims for Shelter or Food	(12)Help Prepare Victim Impact Statements	(13A)Provide Crisis Counseling
Albemarle	62	7% (47)	4% (27)	4% (23)	(37)
Alexandria	398	(1)	7% (46)	28% (192)	(2)
Amherst	0	(0)	(0)	(0)	(0)
Bristol	211	3% (13)	(5)	1% (5)	19% (82)
Campbell	330	2% (15)	2% (10)	5% (32)	8% (46)
Chesapeake	305	19% (53)	7% (20)	(1)	5% (14)
Chesterfield	43	(0)	30% (102)	8% (28)	11% (38)
Franklin	115	(0)	1% (1)	(0)	(0)
Fredericksburg	0	5% (7)	2% (2)	(0)	17% (23)
Hampton	200	(0)	15% (58)	13% (53)	3% (11)
Henry	133	(0)	1% (1)	1% (1)	(0)
Hopewell	491	1% (12)	6% (53)	(1)	36% (309)
Montgomery	254	6% (32)	11% (60)	1% (5)	36% (199)
Newport News	38	2% (19)	1% (17)	1% (13)	13% (145)
Norfolk	762	(2)	1% (6)	(2)	1% (10)
Patrick	0	(0)	(0)	26% (29)	(0)
Petersburg	5	(0)	1% (1)	(0)	2% (2)
Portsmouth	348	(2)	1% (10)	(5)	1% (21)
Roanoke City	109	(0)	(0)	1% (5)	(0)
Roanoke County	159	(1)	(2)	(1)	1% (12)
Suffolk	164	1% (2)	3% (5)	7% (14)	3% (5)
Tazewell	147	4% (5)	(0)	(1)	1% (12)
Warren	1204	1% (1)	3% (3)	(0)	10% (12)
Winchester	524	(0)	(0)	7% (12)	4% (7)
York	130	(3)	1% (9)	3% (19)	8% (52)
TOTALS:	6132	215	438	442	1039
PROGRAM AVERAGE	245	9	18	18	42

TABLE 9 Continued:

<u>Programs</u>	<u>(13B) Mental Health Referrals</u>		<u>(13C) Legal Assistance Referrals</u>		<u>(13D) Medical Assistance Program</u>		<u>(14) Forensic Medical Exams Paid</u>	
Albemarle	4%	(29)	5%	(31)	2%	(11)	1%	(4)
Alexandria	20%	(140)	1%	(8)		(2)	6%	(40)
Amherst		(0)		(0)		(0)	14%	(6)
Bristol	3%	(12)	3%	(14)		(2)		(2)
Campbell	2%	(13)	3%	(19)	3%	(20)	2%	(11)
Chesapeake	3%	(8)	2%	(5)	2%	(5)	10%	(27)
Chesterfield	8%	(28)	3%	(9)		(0)		(1)
Franklin		(0)	11%	(10)		(0)		(0)
Fredericksburg	2%	(2)	2%	(3)		(0)	1%	(1)
Hampton	1%	(4)	2%	(7)		(1)	13%	(53)
Henry	2%	(2)		(0)		(0)	4%	(2)
Hopewell	2%	(19)	9%	(79)	16%	(133)	4%	(19)
Montgomery	3%	(18)	13%	(73)	1%	(5)		(2)
Newport News	1%	(15)	6%	(70)	1%	(8)	4%	(47)
Norfolk	2%	(17)	1%	(7)	2%	(16)	14%	(131)
Patrick	1%	(1)		(0)		(0)		(0)
Petersburg	6%	(7)	5%	(5)	2%	(2)		(0)
Portsmouth	1%	(18)	1%	(16)	1%	(9)	2%	(29)
Roanoke City	3%	(12)	1%	(5)		(1)		(2)
Roanoke County	1%	(14)		(6)		(0)		(5)
Suffolk	7%	(13)	1%	(3)		(0)		(1)
Tazewell	2%	(35)		(3)		(1)		(1)
Warren	1%	(1)	2%	(2)		(0)	1%	(1)
Winchester	1%	(2)	5%	(8)		(0)	1%	(2)
York	2%	(16)	2%	(15)		(3)	1%	(9)
TOTALS:		426		398		219		396
PROGRAM AVERAGE		17		16		9		16

TABLE 9 Continued:

Programs	(15) Transportation or Escort Provided		(16) Intercessions with Employer, School Officials, Etc.		(17) Child Care Provided		Total ^b Services Provided
	%	()	%	()	%	()	
Albemarle	34%	(220)	1%	(5)	2%	(12)	653
Alexandria	7%	(50)	1%	(7)	1%	(5)	697
Amherst		(0)		(0)		(0)	43
Bristol	7%	(30)	2%	(7)	2%	(10)	423
Campbell	8%	(50)	10%	(60)	3%	(20)	606
Chesapeake	9%	(25)	4%	(10)	1%	(4)	283
Chesterfield	7%	(25)	1%	(4)		(0)	340
Franklin	16%	(15)	1%	(1)		(0)	93
Fredericksburg		(0)	15%	(20)		(0)	136
Hampton	13%	(50)	9%	(36)	2%	(8)	393
Henry	9%	(10)	4%	(5)	2%	(2)	110
Hopewell	3%	(25)		(2)		(0)	855
Montgomery	3%	(16)		(3)		(2)	552
Newport News	1%	(12)	13%	(148)	1%	(16)	1137
Norfolk	1%	(10)	4%	(37)	3%	(27)	910
Patrick	18%	(20)	3%	(3)		(0)	113
Petersburg	47%	(50)	2%	(2)		(0)	106
Portsmouth	41%	(656)	1%	(19)	3%	(41)	1606
Roanoke City	1%	(6)	2%	(7)	2%	(7)	443
Roanoke County	1%	(10)	1%	(19)		0	1655
Suffolk	18%	(35)	3%	(5)	15%	(28)	190
Tazewell	1%	(20)	1%	(10)		(0)	1479
Warren	42%	(50)		(0)		(0)	118
Winchester	6%	(10)	6%	(9)		(0)	161
York	31%	(200)	5%	(33)		(2)	645
TOTALS:		1595		452		184	
PROGRAM AVERAGE		64		18		7	

FIGURE 1: Anomalous Service Counts and Explanations

<u>SERVICE</u>	<u>PROGRAM</u>	<u>COUNT</u>	<u>EXPLANATION</u>
(1) Case Status	Campbell County	923	High - includes misdemeanor cases related to domestic violence.
	Roanoke County	1081	High - victims are notified of all significant events. Sometimes witnesses are too. Each case averages four letters a year.
(3) Restitution	Tazewell County	1202	High - the method for counting this service should be decided by the program coordinators.
(4) Protection	Montgomery Co.	89	High - because of program emphasis on domestic violence.
	Campbell County	47	High - because of program emphasis on domestic violence.
(5) Property	Campbell County	23	High - because of program emphasis on domestic violence. Often, the husband will take something of sentimental value. Many disputes about ownership of items.
(6) Disposition	Hampton	1865	High - Program attempts to notify all victim/witnesses assisted within 30 days.
	Portsmouth	1799	High - All victims/witnesses are notified within 30 days.
	Norfolk	255	Low - only victims are notified about the final case disposition.
	Newport News	116	Low - the Commonwealth's Attorney usually takes care of this. If the victim has not heard and calls to inquire, the victim-witness staff informs the victim.
	York County	786	Low - the computer was recently programmed so that letters would be sent to all victims and witnesses.
(7) Compensation	Norfolk	508	High - Norfolk has a high incidence of violent offenses.
	Newport News	308	High - this figure not only includes assistance with 102 applications sent to the Industrial Commission, but assistance with 206 compensation-related reports to Commonwealth's Attorneys and police as well.

Figure 1 continued:

<u>SERVICE</u>	<u>PROGRAM</u>	<u>COUNT</u>	<u>EXPLANATION</u>
(8) Crime Prevention	Portsmouth	602	High - this figure also includes the number of people in attendance at victim-witness staff "speaking engagements."
(9) Repair	Chesapeake	34	High - program pays for minor repairs or has city maintenance people help with repairs.
(11B) Emergency Referral	Chesterfield Co.	102	High - results from program emphasis on domestic violence cases.
(12) Victim Impact Statement	Alexandria	192	High - all victims of violent crime are encouraged to complete a Victim Statement.
(13A) Crisis Intervention	Hopewell	309	High - results from the fact that the program is police based and that police are the first to contact victims.
	Montgomery Co.	199	High - because of program emphasis on domestic violence.
(13B) Mental Health Referrals	Alexandria	140	High - staff considers referrals to shelters that deal with rape crisis or domestic violence as mental health referrals.
(13C) Medical Referral	Hopewell	133	High - because program is police based and focused on domestic violence cases.
(15) Transportation/Escort	Portsmouth	372	High - all three courts require staff to accompany victims of violent crime.
(16) Intercession	Campbell County	60	High - many cases involve workers at local manufacturing companies.

It is impossible to make any judgment about the adequacy of program services based on the data in Table 9. There are, at present, no models of victim services that outline optimal levels of services and provide criteria against which programs can be judged. Each crime varies in terms of its effect on the victim, and victims vary in terms of the resources they have available for coping with the fact of victimization. At this juncture, the best approach is to encourage program staff to contact victims as soon as victimization can be verified, and from that point on, provide all available services to the victim on an "as needed" basis.

Annual Service Targets

Program coordinators were asked to establish annual service targets for the services they provide. These targets are staff estimates of the number of times the particular services are expected to be provided in the forthcoming fiscal year. The targets are included in the annual applications for funds that are sent to DCJS.

Because the victim-witness programs are new, it was hard for program coordinators to predict the number of times the different services would be requested during FY 1987. Many of the service targets were either too high or too low. Because the service targets were "best guess" estimates, no analysis or conclusions about their utility are warranted at this time. It will take several years of program experience before coordinators are able to set annual service targets that are reasonably good predictors of program performance. It is recommended that the victim-witness coordinators meet at that time to determine if the value of setting these targets is greater than the problems affecting their reliability.

VIII. ADDITIONAL INFORMATION OBTAINED FROM THE FY 1987 QUARTERLY REPORTS

Sources by Which Direct-Service Victims Are Referred to Program Staff

Tables 10 and 11 indicate the manner by which FY 1987 direct-service victims were referred to program staff. Table 10 shows that 37% of all program referrals were made by law enforcement officers, 35% by staff working in commonwealth's attorneys' offices, and 12% by victim-witness program staff. Only 7% of the referrals were victim initiated. Police officers and sheriffs are usually the first to speak with a victim following a crime and often the first to inform the victim about the victim/witness program.

Some of the referral count data may be unreliable due to the fact that there is no operational definition of what constitutes a "referral." It is unclear, for example, whether referrals made by victim-witness staff are being credited to the victim-witness staff or the program sponsoring agency. This question arises from those instances where the sponsoring agency accounts for nearly 100% of all program referrals. These include the Chesapeake Police (91%), the Hampton Police (90%), and the Hopewell Police (99%).

TABLE 10: Aggregate Data on the Type of Source by Which Direct Service Victims Were Referred to the Program, FY 1987*

<u>SOURCE</u>	<u>NUMBER OF DIRECT SERVICE VICTIMS REFERRED</u>	<u>PERCENT OF TOTAL REFERRALS</u>
Police	1420	31%
Sheriff	253	6%
Commonwealth's Attorney	1577	35%
Victim/Witness Staff	567	12%
Victim Initiated	317	7%
Magistrate	130	3%
Social Services	47	1%
Mental Health	14	0%
Medical	19	0%
Other	<u>205</u>	<u>5%</u>
TOTALS:	4549	100%

*Based on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987

TABLE 11: Program Totals of the Type of Source by Which Direct-Service Victims Were Referred to the Victim-Witness Program, FY 1987*
(Percentages summed by type of referral source)

Programs	Police		Sheriff		Commonwealth's Attorney		Vic.-Wit. Staff		Victim Initiated	
Albemarle	39%	(150)		(0)	4%	(17)	49%	(190)	5%	(19)
Alexandria	3%	(27)		(1)	95%	(918)		(0)	1%	(8)
Amherst		(0)	13%	(5)	21%	(8)		(0)	34%	(13)
Bristol	6%	(13)	1%	(3)	9%	(19)	56%	(122)	10%	(21)
Campbell	3%	(5)	12%	(19)	50%	(83)		(0)	2%	(4)
Chesapeake	91%	(386)		(0)	3%	(14)		(1)	2%	(9)
Chesterfield	56%	(29)	6%	(3)	20%	(10)	8%	(4)	10%	(5)
Franklin	1%	(1)	7%	(5)	12%	(8)		(0)	3%	(2)
Fredericksburg	38%	(22)		(0)	55%	(32)		(0)	5%	(3)
Hampton	90%	(174)		(0)		(0)	2%	(4)	3%	(6)
Henry	50%	(21)	38%	(20)		(0)		(0)	2%	(1)
Hopewell	99%	(140)		(0)		(0)		(0)	1%	(2)
Montgomery	6%	(9)	1%	(2)	3%	(5)	8%	(12)	13%	(19)
Newport News	3%	(9)		(0)	19%	(51)	34%	(88)	34%	(90)
Norfolk	5%	(6)		(0)	53%	(64)	28%	(34)	5%	(6)
Patrick	8%	(13)		(0)	46%	(76)	25%	(41)	19%	(32)
Petersburg	17%	(6)		(0)	23%	(8)	57%	(20)		(0)
Portsmouth	97%	(331)		(0)		(0)	2%	(6)		(2)
Roanoke City	38%	(35)		(0)	27%	(25)		(0)	23%	(21)
Roanoke County		(0)	95%	(185)	1%	(2)		(0)	3%	(5)
Suffolk	38%	(21)		(0)	32%	(18)	7%	(4)	13%	(7)
Tazewell	5%	(5)	2%	(2)	60%	(66)	3%	(3)	7%	(8)
Warren	10%	(3)	10%	(3)	38%	(11)	3%	(1)		(0)
Winchester	11%	(14)		(0)	69%	(88)	1%	(1)	16%	(20)
York		(0)	4%	(5)	46%	(54)	39%	(36)	12%	(14)
TOTALS:		1420		253		1577		567		317

* Based on information submitted in the four quarterly reports (Project Progress Reports) of FY 1987.

TABLE 11 Continued:

<u>Programs</u>	<u>Magistrate</u>		<u>Social Services</u>		<u>Mental Health</u>		<u>Medical</u>		<u>Other</u>		<u>Total Referrals</u>	
Albemarle		(0)		(1)		(0)		(0)	2%	(7)	100%	384
Alexandria		(2)		(2)		(1)		(0)	1%	(7)	100%	966
Amherst		(0)		(0)		(0)	21%	(8)	11%	(4)	100%	38
Bristol	2%	(4)	1%	(3)		(0)		(0)	16%	(34)	100%	219
Campbell	30%	(49)	2%	(4)		(0)		(1)		(0)	100%	165
Chesapeake		(0)	1%	(6)		(0)		(1)	1%	(5)	100%	422
Chesterfield		(0)		(0)		(0)		(0)	2%	(1)	100%	52
Franklin	9%	(6)		(0)		(0)		(0)	68%	(46)	100%	68
Fredericksburg		(0)		(0)		(0)		(0)	2%	(1)	100%	58
Hampton		(0)		(1)		(1)	2%	(3)	3%	(5)	100%	194
Henry		(0)		(0)		(0)		(0)		(0)	100%	42
Hopewell		(0)		(0)		(0)		(0)		(0)	100%	142
Montgomery	48%	(68)	3%	(5)	1%	(2)		(1)	16%	(24)	100%	147
Newport News		(0)	1%	(2)		(0)	1%	(2)	8%	(20)	100%	262
Norfolk		(0)	2%	(3)		(0)		(1)	6%	(7)	100%	121
Patrick		(0)	1%	(2)		(0)		(0)		(1)	100%	165
Petersburg		(0)		(0)		(0)		(0)	3%	(1)	100%	35
Portsmouth		(0)		(0)		(0)		(1)		(2)	100%	342
Roanoke City		(0)	2%	(2)	8%	(7)		(0)	2%	(2)	100%	92
Roanoke County		(0)	1%	(2)		(0)		(0)		(1)	100%	195
Suffolk		(0)	7%	(4)		(0)		(0)	2%	(2)	100%	56
Tazewell		(1)		(0)		(0)		(0)	23%	(26)	100%	111
Warren	1%	(0)	14%	(4)	3%	(1)	3%	(1)	17%	(5)	100%	29
Winchester		(0)	2%	(3)		(0)		(0)	1%	(1)	100%	127
York		(0)	3%	(3)	2%	(2)		(0)	3%	(3)	100%	117
TOTALS:		130		47		14		19		205		4549

Case Status at the Time Services Are Provided

Federal officials require DCJS to report the point in the adjudication process at which victim-witness services are provided. Their objective is to insure that services are available to victims regardless of the status of a victim's case and that services are provided throughout the adjudication process. To record this information, DCJS requires victim-witness coordinators to report the status of the direct-service victims' cases that are terminated in each quarter. This data are presented in Table 12. Similar information on each of the 25 grant-funded programs is presented in Appendix E.

Fifty-nine percent (59%) of all cases terminated by victim-witness staff in FY 1987 are cases involving victims of crimes that were prosecuted. Only 2% of the cases involved victims of unreported crimes. Twenty percent (20%) of the terminated cases involved victims of crimes in which there was no arrest, and 19% involved victims of crimes in which an arrest was made but no prosecution occurred.

No conclusions about the adequacy of program services can be drawn from the data presented in Table 12. This is because there are no national or state service standards by which we can assess program adequacy. We do not know, for example, what the optimal level of services should be for cases that are prosecuted as opposed to cases that are not prosecuted. We also do not know the point in the adjudication process at which victim services are most essential. Each crime varies in terms of its effect on the victim, and victims vary in terms of the resources they have available for coping with the fact of victimization. Given these circumstances, the primary goal of victim-witness staff should be to contact the victim as soon as victimization has been verified and, from that point on, provide all available services to the victim on an "as needed" basis.

On-Call Systems, Resource Directories and Separate Waiting Areas

In addition to recording the number of services provided, the Quarterly Report is used to record progress toward improving each program's capacity for providing services. Program coordinators were asked to report their progress in establishing an effective "on-call" system for notifying victims and witnesses about their need to appear in court, in developing a resource directory to inform staff and clients of all local resources for helping victims, and providing separate waiting areas near courtrooms so victims would not be threatened or intimidated by offenders. (See the "Program Development" section on page 2 of the Quarterly Report: Appendix C). The data indicate that by the end of FY 87 three programs still did not have an "on-call system" (Amherst, Fredericksburg, Montgomery), one program did not have a resource directory (Amherst), and four programs did not have separate waiting areas (Amherst, Fredericksburg, Norfolk, Petersburg).

TABLE 12: Aggregate data on the Status of Direct-Service Victim Cases
Terminated in FY 1987*

<u>Case Status</u>	<u>Total Cases Terminated</u>	<u>Percentage of Total</u>
Crime Unreported:	57	2%
Crime Reported/ No Arrest:	759	20%
Crime Reported/ Arrest Made:	714	19%
Crime Reported/ Arrest Made/ Case Prosecuted:	2252	59%
Other:	<u>0</u>	<u> </u>
TOTALS:	3782	100%

*Based on information submitted in the quarterly reports (Project Progress Reports) of FY 1987.

Number of Paid Staff, Staff Time Expenditure, and Percentage of Time
Expended in Service to Witnesses

The first four columns of Table 13 show the number of paid staff and the hours expended by paid and volunteer staff in the provision of victim/witness services during FY 1987. Assessment of this data is complicated by the fact that some programs have more success in recruiting volunteers than others, and some localities fund victim/witness staff positions beyond those funded by VOCA funds. In addition, there are no written guidelines as to how these hourly figures should be determined. Different programs may be using different methodologies to arrive at their reported figures. "Service to victims" and "service to witnesses" are concepts that may need to be defined in the Quarterly Report Glossary of Terms. There is also no requirement for determining the staff time devoted to the provision of "generic" services as opposed to that devoted to "direct" services. Until Quarterly Report data on staff time expenditure can be considered valid and reliable, any speculation about program effort based on this data should be avoided.

The Quarterly Report requires program coordinators to report the percentage of staff time devoted to serving witnesses. No methodology for calculating this percentage is established. Ideally, the number of hours that staff spent in serving witnesses would be reported, though this figure can be calculated by multiplying the reported percentage times the total staff time expended for the year. When such calculation is done, the percentage of total staff hours devoted to witnesses for all 25 programs is 22%.

TABLE 13: Number of Paid Staff, Staff Time Expenditure and Percentage of Time Expended in Service to Witnesses FY 1987*

<u>Programs</u>	<u>Total Paid Staff</u>	<u>Hours Expended by Paid and Volunteer Staff in Service to Victims **</u>	<u>Number of Volunteer Staff Hours Worked</u>	<u>Total Hours Expended Paid and Volunteer Staff</u>	<u>Estimated Percent of Total Hours Expended by All Staff in Service to Witnesses</u>
Albemarle	1.0	1900	232	2132	18%
Alexandria	2.0	2115	573	2688	23%
Amherst	0.3	78	5	83	14%
Bristol	1.0	1213	36	1249	17%
Campbell	1.0	1137	266	1403	23%
Chesapeake	2.0	1610	282	1892	5%
Chesterfield	1.0	150	730	2238	10%
Franklin	0.5	1525	0	1525	28%
Fredericksburg	1.0	1191	310	1501	41%
Hampton	2.0	2650	122	2772	19%
Henry	1.0	2304	199	2503	25%
Hopewell	1.0	395	18	413	5%
Montgomery	1.0	2254	490	2744	18%
Newport News	1.0	2509	102	2611	15%
Norfolk	4.0	5184	1119	6303	32%
Patrick	0.6	848	0	848	33%
Petersburg	1.0	715	18	733	8%
Portsmouth	2.0	5297	2257	7554	22%
Roanoke City	1.0	2073	493	2566	33%
Roanoke County	1.0	1705	176	1881	28%
Suffolk	1.0	1272	60	1332	7%
Tazewell	1.0	1568	83	1651	11%
Warren	1.0	1557	97	1654	35%
Winchester	1.0	1443	0	1443	4%
York	1.0	1257	23	1280	27%
TOTALS:	30.4	45308 Hours	7691 Hours	52999 Hours	

*Based on information submitted in the Quarterly Reports (Project Progress Report) for FY 1987.

**Coordinators do not have to report the number of hours expended in service to witnesses.

Hours of Training Received by Victim-Witness Staff and Hours of Training
Provided by Victim-Witness Staff to Other Professionals

Table 14 presents the hours of training received by or provided by victim-witness staff in FY 1987. This information was collected to satisfy federal reporting requirements. From the viewpoint of DCJS administrators, its utility is limited. It might be better reported in narrative form, in such a way that the staff receiving or providing the training and the specific content of the training is clearly described. The methodology for calculating training hours should be included either in the Quarterly Report Glossary of Terms or in the yearly DCJS/Victim-Witness program contracts.

TABLE 14: Hours of Training Received by Victim-Witness Staff and Hours of Training Provided by Victim-Witness Staff To Other Professionals, FY 1987*

<u>Programs</u>	<u>Hours of Victim Assistance Training Received by Paid Staff</u>	<u>Hours of Victim Assistance Training Received by Volunteers</u>	<u>Hours of Victim Assistance Provided to Other Professionals</u>	<u>Hours of Other Types of Training Received by Staff and Volunteers</u>	<u>Hours of Other Types of Training Provided to Other Professionals and the Public</u>
Albemarle	14	52	12	28	0
Alexandria	120	50	290	0	0
Amherst	0	0	0	0	0
Bristol	55	2	14	8	13
Campbell	114	73	541	25	597
Chesapeake	70	20	68	16	15
Chesterfield	76	27	48	12	16
Franklin	0	0	0	0	0
Fredericksburg	45	43	4	15	9
Hampton	60	60	651	106	10
Henry	25	24	0	4	0
Hopewell	96	18	1160	66	92
Montgomery	85	183	85	31	60
Newport News	24	2	0	51	48
Norfolk	88	18	0	22	272
Patrick	19	0	0	122	0
Petersburg	23	2	10	32	0
Portsmouth	100	192	109	27	270
Roanoke City	121	67	72	40	35
Roanoke County	52	10	345	33	7
Suffolk	38	0	5	14	131
Tazewell	52	6	174	1	2
Warren	72	14	82	22	31
Winchester	36	1	17	5	182
York	41	9	16	18	71
TOTALS:	1426	873	3703	698	1861

*Based on information submitted in the quarterly reports (Project Progress Reports) for FY 1987.

IX. EVALUATION RECOMMENDATIONS

Analysis of the first year of data gathered from the quarterly report revealed a number of issues that impact on the utility of this data. Foremost is the problem of data reliability. Unless the methods of calculating the various counts required by the quarterly report are clearly understood and uniformly applied by all program coordinators, the data will be unreliable and relatively useless. As noted in the body of the report, there is evidence of data unreliability among the following counts:

- (1) the number of direct victims served by a program;
- (2) the number of "unknowns" in demographic categories;
- (3) the number of various services provided by a program;
- (4) the service targets;
- (5) the number of referrals credited to the various sources; and
- (6) the number of staff hours expended on victims and witnesses.

The problem of data unreliability should be raised at a meeting of program coordinators. The possibility of establishing a committee of three or four coordinators who would study this problem should be considered. A clear definition of the method to be used in calculating each total count in the quarterly report should be written and appended to the report form. The committee could monitor the implementation of necessary changes and serve as a resource for coordinators who are unclear as to how counts are to be calculated. Program coordinators who consistently report counts that are unusually high or low compared to the average per-program count, program size, local crime rate, etc. should be notified and asked to explain such counts.

The program coordinators should also consider ways in which the quarterly report could be of further benefit. Are there data elements that can be collected which would help coordinators improve their planning or their work priorities? Perhaps there are important questions that the current data base does not adequately address.

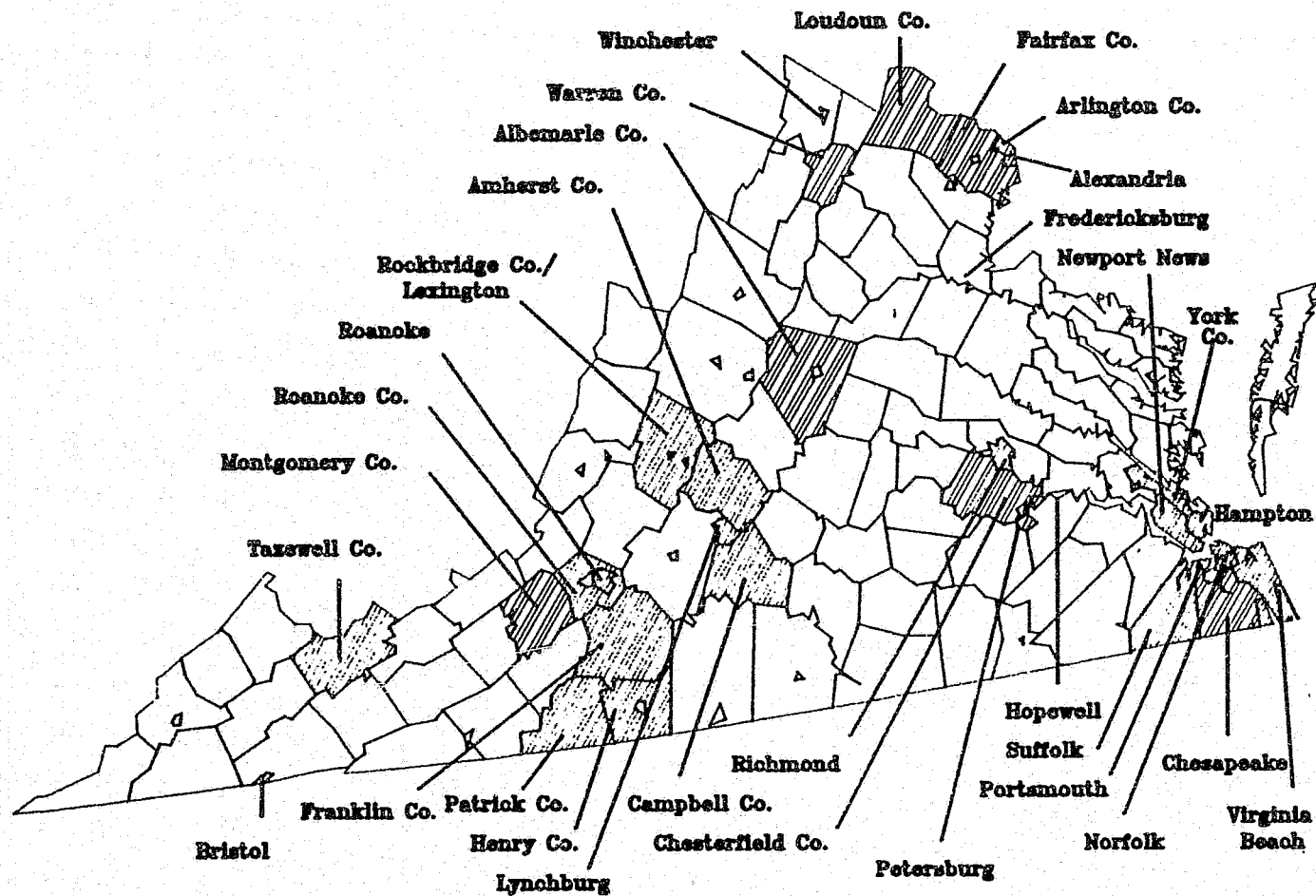
A P P E N D I C E S

VICTIM WITNESS PROGRAMS IN VIRGINIA

AS OF JULY 1, 1987

VIRGINIA COUNTIES AND INDEPENDENT CITIES

APPENDIX A



VIRGINIA DEPARTMENT OF CRIMINAL JUSTICE SERVICES

APPENDIX B

Name, Population, 1986 UCR Crimes Per 100,000 Population,
and Urban-Rural Designation of the Localities Served by
the Seven Locally-Funded Victim-Witness Programs

(Ordered by Population)

<u>LOCALITY</u>	<u>JULY 1, 1986 POPULATION ESTIMATE ^a</u>	<u>% of UCR Crimes (1986) ^b</u>	<u>1986 UCR CRIMES PER 100,000 ^c</u>	<u>URBAN-RURAL DESIGNATION ^d</u>
Arlington City	158,700	3.67	5,300	Urban
Leesburg/Loudoun County	66,800	.77	2,570	Suburban
Lexington City (7,000)/ Rockbridge County (17,600)	24,600	.14	1,252	Rural
Fairfax County	710,500	11.39	3,737	Suburban
Richmond City	217,700	8.19	8,454	Urban
Virginia Beach	333,400	7.95	5,509	Urban
Lynchburg City	68,000	1.55	5,010	Urban

^aCalculated by the Center for Public Service (formerly the Tayloe-Murphy Institute) in conjunction with the U.S. Census Bureau.

^bPercentages are based on 1986 total of 223,366 UCR crimes reported statewide.

^cFrom Crime in Virginia: 1986, Uniform Crime Reporting Section, Virginia Department of State Police, 1987.

^dVirginia Statistical Abstract, 1987 Edition, Center for Public Service, University of Virginia, p. 482.

APPENDIX C

GRANT NO. _____

Compiled: October 1986

Revised: June 1987

To be used for the quarter
beginning July 1, 1987

DEPARTMENT OF CRIMINAL JUSTICE SERVICES
VICTIM ASSISTANCE PROGRAM
PROJECT PROGRESS REPORT

Name of Grantee: _____

Reporting Period: _____ Quarter, Fiscal Year 19 _____
From _____, 19____ to _____, 19____

Number of New Clients Served this Quarter:

_____	Generic Service Clients	_____	
_____	Victims	_____	Direct Service Clients
_____	Victim Family Members	_____	
_____	Witnesses (law enforcement)	_____	
_____	Witnesses (civilian)	_____	

Characteristics of New Direct Service Victims

_____	Males	_____	White	_____	Handicapped
_____	Females	_____	Black	_____	Non-handicapped
_____	Unknown	_____	Hispanic	_____	Unknown
		_____	Asian		
		_____	Native American		
		_____	Unknown		
_____	Under 12 years of age	_____	30 - 44 years		
_____	13 - 17 years	_____	45 - 64 years		
_____	18 - 29 years	_____	Over 65 years of age		
		_____	Unknown		

Direct Service Victim Type of Crime

_____	Homicide	_____	Spouse Abuse	_____	Property Crimes
_____	Rape	_____	Other Crimes	_____	Other (Specify: _____)
_____	Other Sex	_____	Against Persons	_____	
_____	Offense	_____	Robbery	_____	Other (Specify: _____)
_____	Child Abuse	_____	DUI/Hit and Run	_____	
	(Physical)				
_____	Child Abuse (Sexual)				

Source of Referral of Direct Service Victims

_____ Commonwealth's Attorney	_____ Mental Health
_____ Police	_____ Medical
_____ Sheriff	_____ Victim-Witness Staff
_____ Magistrate	_____ Victim-Initiated
_____ Social Services	_____ Other (specify): _____
	_____ Other (specify): _____

Status of Direct Service Victims' Cases which were Terminated this Quarter

_____ Reported/no arrest
_____ Reported/arrest
_____ Reported/arrest/prosecution
_____ Unreported
_____ Other (specify): _____

Program Development

On-call system established?	YES _____	NO _____
Resource directory developed?	YES _____	NO _____
Separate waiting areas available?	YES _____	NO _____

Staff Time Expenditure

_____ Hours devoted to the provision of services to victims by paid and volunteer staff.

_____ Volunteer hours (all services and office duties).

_____ Of the paid and volunteer staff hours expended on services to victims and witnesses, state the percentage that was devoted to witnesses.

APPENDIX C

TOTAL PROGRAM TRAINING HOURS

- _____ Hours of victim assistance training received by paid staff
- _____ Hours of victim assistance training received by volunteers
- _____ Hours of victim assistance training provided to other professionals
- _____ Hours of other training received by staff and volunteers
- _____ Hours of other training provided other professionals and the public

NARRATIVE

Briefly describe any program changes that have occurred during this quarter that benefit or impede service delivery to victims in your locality. Indicate in the narrative program accomplishments, noteworthy cases, and cases requiring a large amount of staff time, including any successes or problems encountered in assisting clients in obtaining victims' compensation. If possible, provide copies of media coverage (e.g., newspaper clippings) and any other brochures or other printed material developed or updated by your program. Describe any training received or conducted by your staff. Indicate plans for improvement in the next quarter. Also indicate any assistance your program may need from the Department of Criminal Justice Services.

January 25, 1988

COMPARISON OF DCJS GRANT REQUIREMENTS TO CRIME COMMISSION'S
PROPOSED STANDARDS (HB 410) TO HJR 105 (FAIR TREATMENT)

PROGRAM OBJECTIVE	CURRENTLY REQUIRED OR SUGGESTED BY BY GRANT GUIDELINES	REQUIRED OR SUG- GESTED BY CRIME COMMISSION (HB-410)	REQUIRED OR SUG- GESTED BY HJR-105
(R = Required; S = Suggested)			
1 CASE STATUS	R	R	S
2 GENERIC INFORMATION	R	R	S
3 RESTITUTION	R	R	S
4 PROTECTION	R	R	S
5 PROPERTY	R	R	S
6 DISPOSITION	R		
7 COMPENSATION	R		
8 CRIME PREVENTION	R		
9 REPAIR	R		
10 (A) PRESENTATIONS	R		S (Trng)
(B) HOURS	---		
(C) AUDIENCE	---		
11 (A) EMERGENCY-DIRECT	R		
(B) EMERGENCY-REFERRAL	R		
12 V. I. S.	R	R	
13 (A) CRISIS INTERVENTION	R		
(B) M. H. REFERRAL	R		
(C) LEGAL REFERRAL	R		
(D) MEDICAL REFERRAL	R		
(E) OTHER REFERRAL (specify)			
14 FORENSIC	R		
15 TRANSPORTATION/ESCORT	S		
16 INTERCESSION	S	R	S
17 CHILD CARE	S		
18 COURT TOURS/EXPLAN.	S		
19 PAROLE INPUT	S	R	
20 ON-CALL SYSTEM	R	S	
21 RESOURCE DIRECTORY DEVELOPED	R		
22 SEPARATE WAITING AREAS PROVIDED	S	S	S

For further information, contact Mandie M. Patterson
805 E. Broad Street, Richmond, VA 23219
(804) 786-4000

GLOSSARY OF TERMS

ANNUAL SERVICE TARGET: Refers to the service targets proposed in the evaluation plan submitted with your grant application or renewal. These targets are expressed in terms of the number of times a particular service will be provided in the forthcoming fiscal year. When reporting quarterly, please indicate (on page 4) the number of times each service was provided during the quarter, regardless of the number of victims served.

BUSINESS VICTIM: Consider any program service provided to a business as a generic service unless it is a direct service provided to an employee who was victimized or witnessed the crime as a direct result of employment at the business.

COUNT OF SERVICES PROVIDED DURING QUARTER: Number of services provided in the quarter being reported for each service category. This count is independent of the number of victims being served.

DIRECT SERVICES: Program services which go beyond the provision of generic information or routine contact related to case scheduling. Such services seek to alleviate problems or inconveniences arising from the commission of a particular crime.

DIRECT SERVICE CLIENTS: These are clients with whom contact with victim-witness staff extends beyond provision of generic information or routine contact related to case scheduling. Note: If a victim or witness is reported as a Generic Services client in one quarter and becomes a Direct Services client in a subsequent quarter, treat the case as a new direct services case and report the appropriate information.

DIRECT SERVICE VICTIM CHARACTERISTICS: Information about personal characteristics (a federal program requirement) is required only for direct service victims. When such information is unavailable, record as "unknown." Entries for each type of characteristic should total the figure entered for "Victims" under "Number of New Clients Served."

DIRECT SERVICE VICTIM TYPE OF CRIME: Crime categories are based on federal program requirements. Entries should total the figure entered for "Victims" under "Number of New Clients Served."

GENERIC SERVICE CLIENTS: Victims and witnesses whose contact with Victim-Witness Program staff is limited to their request for or receipt of generic program information (e.g., brochures) or to routine contact related to case scheduling (e.g., witnesses contacted by staff to inform them about their scheduled court appearances). All other clients are "direct service" clients.

GENERIC INFORMATION: Preprinted information which is intended to benefit victims, witnesses and jurors in general; designed to apply to most cases.

NUMBER OF NEW CLIENTS SERVED: All clients (victims or witnesses) with whom initial contact is made during the quarter being reported.

ON-CALL SYSTEM: A system that allows victims or witnesses to readily obtain case scheduling information about their cases.

RESOURCE DIRECTORY: Directory that contains information on the social services, community resources and crime prevention services available to crime victims.

STATUS OF CASES THAT WERE TERMINATED THIS QUARTER: For every direct service victim whose case is terminated during this quarter, indicate the

status of the case at termination. A case is terminated if no further court action is anticipated or if, in the opinion of victim-witness staff, no further contact with the victim is anticipated. A case can only be recorded as being terminated once. If services are provided following termination, the provision of these services should be recorded only on page 4 of the report form. Do not treat the resumption of services to victims or witnesses of a "terminated" case as a new case. Also, a case is considered "prosecuted" when there is clear evidence of prosecutorial intent. Such intent is clear from the occurrence of any court hearing or action beyond bail or bond proceedings.

TRAINING HOURS: Presentations that explain Victim-Witness Program activities to persons who will use the information in fulfilling their professional responsibilities can be considered as training.

VICTIM: Any client who has been directly or personally victimized by a crime (also includes household survivors of homicides, persons killed as the result of DUI/DWI accidents, and businesses).

VICTIM FAMILY MEMBER: Relatives or housemates who have been in close contact with a victim (does not include family members of victims who have died as the result of a homicide or DUI/DWI accident). See definition of "victim" above.

EXPLANATION OF PROGRAM OBJECTIVES

OBJECTIVE

01 CASE STATUS

Number of times information has been provided about significant developments in the investigation or adjudication of individual cases. Do not include dispositions; they should be listed under Number 6. Also does not include messages transmitted by a telephone-answering machine.

02 GENERIC INFORMATION

Number of times preprinted information is mailed or given that describes program services, the compensation fund, restitution, the criminal justice process, courthouse location and layout, etc. This information is "generic" in the sense that it may apply to any case.

03 RESTITUTION

Number of times in which staff assists victims in obtaining restitution. This must be assistance beyond that of providing the victim with written material about restitution.

04 PROTECTION

Number of times staff has taken action to protect victims/witnesses from harm or the threat of harm beyond the routine provision of information.

05 PROPERTY

Number of times staff assists in retrieving property held as evidence. (Such assistance may include sending a letter explaining reason for impoundment of the property, staff contact with property officers on behalf of the victim, etc.).

06 DISPOSITION

Number of times staff informs victims/witnesses about the final dispositions of their particular cases.

07 COMPENSATION

Number of times staff assists victims in obtaining compensation (e.g., helping a client complete an application, liaison work with the Division of Crime Victims' Compensation on behalf of a client, follow up on claims on behalf of a client, etc.).

08 CRIME PREVENTION

Number of times staff directs victims to law enforcement agencies for the purpose of obtaining crime prevention services.

09 REPAIR

Number of times victims are provided assistance in the form of repair to their doors, windows, locks, etc.

10 (A) PRESENTATIONS

Number of presentations made by victim-witness program staff for the purpose of educating citizens about program services and victims' compensation. Do not count presentations before governing boards or funding agencies.

(B) HOURS

Estimated number of hours expended in the conduct of these presentations.

(C) AUDIENCE

Estimated number of persons attending these presentations.

11 (A) EMERGENCY-DIRECT

Number of times program staff arranges for food or shelter for victims (as opposed to referral to other agencies, see below).

(B) EMERGENCY-REFERRAL

Number of times victims are referred to agencies (e.g. social service, domestic violence shelters, etc.) for the purpose of obtaining shelter and food.

12 V.I.S.

Number of times program staff assists victims in the preparation of Victim Impact Statements.

13 (A) CRISIS INTERVENTION

Number of times victims are provided crisis intervention services by victim-witness program staff or are referred to agencies that provide such services. Crisis intervention includes counseling designed to provide emotional support, reduce psychological trauma, etc.

(B) M. H. REFERRAL

Number of referrals by staff to mental health agencies.

(C) LEGAL REFERRAL

Number of referrals by staff for victim legal assistance.

(D) MEDICAL REFERRAL

Number of referrals to medical agencies/personnel for the purpose of obtaining medical assistance.

APPENDIX C

13 (E) OTHER REFERRALS

Number of referrals not covered by 13A - 13D.

14 FORENSIC

Number of forensic medical exams obtained by victims that are paid for with victim-witness or other public funds.

15 TRANSPORTATION/ESCORT

Number of times victims/witnesses/jurors have been provided with transportation or escort services (or both). A count of 1 per day is the maximum count allowed each victim/witness/juror served.

16 INTERCESSION

Number of times staff intercedes with employers, school officials, bill collectors, etc., on behalf of victims/witnesses (letters, phone calls, etc).

17 CHILD CARE

Number of times victims/witnesses/jurors have received child care services. A count of 1 per day is the maximum count allowed each victim/witness/juror served.

18 COURT ROOM TOURS/EXPLANATIONS

Number of times program staff provides court room tours to victims/witnesses and/or explanations of judicial proceedings. These explanations must be more than the provision of preprinted information. If the explanation is part of the tour, count as one service.

19 PAROLE INPUT

Number of times program staff has explained the parole process and/or assisted victims in completing parole input forms.

20 OTHER: Services provided that are not covered under the written
& required or recommended program objectives (specify these services).
21

JGS:pb

APPENDIX D

Demographic Profile of FY 86-87 Direct-Service Victims
Served by the Twenty-Five DCJS Administered
Victim-Witness Programs*

<u>Program</u>	<u>GENDER</u>		<u>Female</u>	<u>Unknown</u>
	<u>Male</u>			
Albemarle	23%	(90)	77% (294)	(0)
Alexandria	39%	(374)	61% (592)	(0)
Amherst	56%	(19)	44% (15)	(4)
Bristol	50%	(109)	50% (110)	(0)
Campbell	27%	(44)	63% (121)	(0)
Chesapeake	58%	(245)	42% (177)	(0)
Chesterfield	27%	(14)	73% (38)	(0)
Franklin	77%	(51)	23% (15)	(2)
Fradericksburg	31%	(18)	69% (40)	(0)
Hampton	29%	(57)	71% (137)	(0)
Henry	43%	(18)	57% (24)	(0)
Hopewell	42%	(60)	58% (82)	(0)
Montgomery	36%	(53)	64% (94)	(0)
Newport News	40%	(82)	60% (121)	(59)
Norfolk	47%	(57)	53% (545)	(0)
Patrick	56%	(92)	44% (73)	(0)
Petersburg	37%	(13)	63% (23)	(0)
Portsmouth	53%	(180)	47% (162)	(0)
Roanoke City	22%	(20)	73% (72)	(0)
Roanoke County	42%	(82)	58% (113)	(0)
Suffolk	39%	(22)	61% (34)	(0)
Tazewell	50%	(34)	50% (34)	(43)
Warren	59%	(17)	41% (12)	(0)
Winchester	52%	(66)	43% (61)	(0)
York	40%	(47)	60% (70)	(0)
TOTALS:		<u>(1864)</u>	<u>(2577)</u>	<u>(108)</u>

*Cumulative data from the four quarterly reports ("Project Progress Reports") of FY 86-87.

Appendix D Continued:

<u>Program</u>	<u>RACE</u>			
	<u>White</u>	<u>Black</u>	<u>Hispanic</u>	<u>Asian</u>
Albemarle	77% (233)	21% (64)	0% (2)	2% (6)
Alexandria	45% (405)	43% (444)	6% (57)	1% (14)
Amherst	81% (26)	19% (6)	0% (0)	0% (0)
Bristol	97% (189)	2% (4)	0% (0)	1% (3)
Campbell	60% (98)	40% (66)	0% (0)	0% (0)
Chesapeake	59% (239)	41% (167)	0% (1)	0% (1)
Chesterfield	87% (45)	13% (7)	0% (0)	0% (0)
Franklin	98% (64)	2% (1)	0% (0)	0% (0)
Fredericksburg	72% (41)	26% (15)	0% (0)	2% (1)
Hampton	62% (120)	38% (74)	0% (0)	0% (0)
Henry	67% (28)	33% (14)	0% (0)	0% (0)
Hopewell	50% (71)	50% (69)	0% (0)	0% (1)
Montgomery	95% (137)	3% (4)	1% (2)	1% (2)
Newport News	49% (98)	49% (99)	0% (1)	2% (3)
Norfolk	52% (63)	46% (56)	1% (1)	1% (1)
Patrick	94% (151)	6% (10)	0% (0)	0% (0)
Petersburg	34% (12)	66% (23)	0% (0)	0% (0)
Portsmouth	38% (129)	62% (212)	0% (1)	0% (0)
Roanoke City	76% (70)	22% (20)	0% (0)	2% (2)
Roanoke County	94% (184)	5% (9)	0% (0)	0% (0)
Suffolk	28% (15)	71% (40)	0% (0)	1% (1)
Tazewell	94% (62)	6% (4)	0% (0)	1% (1)
Warren	90% (26)	10% (3)	0% (0)	0% (0)
Winchester	88% (105)	12% (14)	0% (0)	0% (0)
York	81% (92)	17% (19)	0% (0)	2% (3)
TOTALS:	<u>2703</u>	<u>1444</u>	<u>65</u>	<u>38</u>

Appendix D Continued:

Program	RACE		HANDICAP STATUS				
	Native American		Unknown	Handicapped		Non-Handicapped	
Albemarle	0%	(0)	(79)	2%	(5)	98%	(149)
Alexandria	0%	(0)	(46)	1%	(7)	99%	(936)
Amherst	0%	(0)	(6)	0%	(0)	100%	(38)
Bristol	0%	(0)	(23)	0%	(1)	100%	(203)
Campbell	0%	(0)	(1)	2%	(3)	98%	(162)
Chesapeake	0%	(0)	(14)	1%	(6)	99%	(412)
Chesterfield	0%	(0)	(9)	6%	(3)	94%	(46)
Franklin	0%	(0)	(3)	0%	(0)	100%	(20)
Fredericksburg	0%	(0)	(1)	26%	(15)	74%	(43)
Hampton	0%	(0)	(0)	1%	(1)	99%	(193)
Henry	0%	(0)	(9)	2%	(1)	98%	(41)
Hopewell	0%	(0)	(1)	0%	(0)	100%	(142)
Montgomery	0%	(0)	(2)	16%	(21)	84%	(113)
Newport News	0%	(0)	(61)	3%	(7)	97%	(194)
Norfolk	0%	(0)	(0)	7%	(9)	93%	(112)
Patrick	0%	(0)	(4)	0%	(0)	100%	(153)
Petersburg	0%	(0)	(0)	0%	(0)	100%	(35)
Portsmouth	0%	(0)	(0)	1%	(3)	99%	(339)
Roanoke City	0%	(0)	(0)	1%	(1)	99%	(194)
Roanoke County	1%	(2)	(0)				
Suffolk	0%	(0)	(0)	11%	(6)	89%	(50)
Tazewell	0%	(0)	(45)	8%	(5)	92%	(61)
Warren	0%	(0)	(0)	0%	(0)	100%	(29)
Winchester	0%	(0)	(8)	2%	(2)	98%	(115)
York	0%	(0)	(3)	0%	(0)	100%	(115)
TOTALS:		<u>2</u>	<u>297</u>		<u>99</u>		<u>4,070</u>

Appendix D Continued:

HANDICAP STATUS (CONT'D.)

<u>Program</u>	<u>Unknown</u>	<u>AGE</u>	
		<u>Under 12 YRS.</u>	<u>12 to 17 YRS.</u>
Albemarle	149	11% (32)	13% (36)
Alexandria	23	2% (20)	4% (36)
Amherst	0	3% (1)	6% (2)
Bristol	15	5% (7)	10% (15)
Campbell	0	3% (5)	8% (13)
Chesapeake	4	6% (25)	15% (62)
Chesterfield	3	13% (7)	13% (7)
Franklin	48	0% (0)	0% (0)
Fredericksburg	0	5% (3)	11% (6)
Hampton	0	6% (10)	4% (7)
Henry	0	10% (3)	17% (5)
Hopewell	0	4% (5)	13% (18)
Montgomery	13	4% (5)	3% (4)
Newport News	61	12% (25)	11% (23)
Norfolk	0	9% (11)	1% (1)
Patrick	7	4% (5)	7% (9)
Petersburg	0	15% (4)	4% (1)
Portsmouth	0	9% (32)	12% (41)
Roanoke City	0	3% (3)	8% (7)
Roanoke County	0	5% (9)	6% (11)
Suffolk	0	18% (10)	7% (4)
Tazewell	45	1% (1)	9% (6)
Warren	0	14% (4)	7% (2)
Winchester	10	3% (3)	4% (5)
York	2	5% (5)	15% (16)
TOTALS:	<u>380</u>	<u>235</u>	<u>337</u>

Appendix D Continued:

AGE (CONT'D.)

<u>Program</u>	<u>18 to 29 YRS.</u>		<u>30 to 44 YRS.</u>		<u>45 to 64 YRS.</u>	
Albemarle	38%	(109)	26%	(76)	10%	(29)
Alexandria	53%	(459)	29%	(252)	10%	(84)
Amherst	21%	(7)	61%	(20)	9%	(3)
Bristol	29%	(45)	29%	(44)	25%	(39)
Campbell	38%	(52)	35%	(57)	11%	(18)
Chesapeake	35%	(144)	21%	(86)	10%	(41)
Chesterfield	45%	(23)	13%	(7)	8%	(4)
Franklin	19%	(4)	81%	(17)	0%	(0)
Fredericksburg	43%	(24)	25%	(14)	11%	(6)
Hampton	41%	(72)	31%	(54)	16%	(27)
Henry	47%	(14)	6%	(2)	3%	(1)
Hopewell	42%	(14)	26%	(35)	11%	(15)
Montgomery	53%	(73)	30%	(41)	9%	(12)
Newport News	40%	(79)	22%	(44)	12%	(24)
Norfolk	44%	(53)	29%	(35)	13%	(16)
Patrick	15%	(20)	33%	(46)	29%	(40)
Petersburg	43%	(11)	15%	(4)	8%	(2)
Portsmouth	52%	(177)	18%	(60)	7%	(24)
Roanoke City	32%	(29)	34%	(32)	13%	(12)
Roanoke County	21%	(42)	42%	(84)	21%	(40)
Suffolk	39%	(22)	27%	(15)	7%	(4)
Tazewell	30%	(20)	31%	(21)	25%	(17)
Warren	17%	(5)	48%	(14)	14%	(4)
Winchester	30%	(35)	40%	(46)	18%	(21)
York	30%	(33)	32%	(34)	17%	(18)
TOTALS:		<u>1619</u>		<u>1140</u>		<u>501</u>

Appendix D Continued:

AGE (CONT'D.)

<u>Program</u>	<u>Over 65 YRS.</u>		<u>Age Unknown</u>	<u>Total Age</u>
Albemarle	2%	(5)	(97)	(384)
Alexandria	2%	(18)	(97)	(966)
Amherst		(0)	(5)	(38)
Bristol	3%	(5)	(64)	(219)
Campbell	4%	(7)	(3)	(165)
Chesapeake	13%	(51)	(13)	(422)
Chesterfield	8%	(4)	(0)	(52)
Franklin		(0)	(47)	(68)
Fredericksburg	5%	(3)	(2)	(58)
Hampton	2%	(3)	(21)	(194)
Henry	17%	(5)	(12)	(42)
Hopewell	4%	(6)	(6)	(142)
Montgomery	1%	(1)	(11)	(147)
Newport News	3%	(7)	(60)	(262)
Norfolk	4%	(5)	(0)	(121)
Patrick	12%	(17)	(28)	(165)
Petersburg	15%	(4)	(9)	(35)
Portsmouth	2%	(6)	(2)	(342)
Roanoke City	10%	(9)	(0)	(92)
Roanoke County	5%	(9)	(0)	(195)
Suffolk	2%	(1)	(0)	(56)
Tazewell	4%	(3)	(43)	(111)
Warren		(0)	(0)	(29)
Winchester	4%	(5)	(12)	(127)
York	3%	(3)	(8)	(117)
TOTALS:		<u>177</u>	<u>540</u>	<u>4549</u>

APPENDIX E

Program Data on the Status of Direct-Service
Victim Cases Terminated in FY 1987*

Programs	Crime Unreported		Crime Reported/ No Arrest		Crime Reported/ Arrest Made		Crime Reported/ Arrest Made/ Prosecution		Tot. Cases Terminated	
	%	(#)	%	(#)	%	(#)	%	(#)	%	(#)
Albemarle	1%	(4)	57%	(156)	11%	(29)	31%	(84)	100%	273
Alexandria		(0)	3%	(14)		(0)	97%	(423)	100%	437
Amherst	8%	(2)	8%	(2)		(0)	84%	(22)	100%	26
Bristol		(0)		(0)	3%	(4)	97%	(121)	100%	125
Campbell	1%	(1)	9%	(16)	55%	(100)	34%	(61)	100%	178
Chesapeake		(2)	45%	(322)	19%	(134)	36%	(263)	100%	721
Chesterfield		(0)	7%	(3)	7%	(3)	85%	(40)	100%	46
Franklin		(0)		(0)		(0)	100%	(66)	100%	66
Fredericksburg	2%	(1)	16%	(8)	6%	(3)	75%	(38)	100%	50
Hampton	3%	(4)	9%	(11)	16%	(19)	72%	(88)	100%	122
Henry		(0)		(0)		(0)	100%	(42)	100%	42
Hopewell	1%	(1)	53%	(63)	23%	(33)	18%	(21)	100%	118
Montgomery	20%	(28)	4%	(6)	5%	(7)	71%	(99)	100%	140
Newport News		(0)	26%	(39)	1%	(2)	73%	(111)	100%	152
Norfolk		(0)	13%	(11)	34%	(30)	53%	(46)	100%	87
Patrick		(0)	2%	(3)	3%	(5)	94%	(136)	100%	144
Petersburg		(0)	19%	(7)	5%	(2)	76%	(28)	100%	37
Portsmouth		(0)	25%	(74)	39%	(116)	35%	(104)	100%	294
Roanoke City		(0)	1%	(4)	30%	(85)	69%	(196)	100%	285
Roanoke County	1%	(1)	2%	(3)	82%	(121)	15%	(23)	100%	148
Suffolk	5%	(1)		(0)	5%	(1)	90%	(19)	100%	21
Tazewell	1%	(1)	4%	(3)	11%	(9)	85%	(71)	100%	84
Warren	10%	(3)	14%	(4)	21%	(6)	55%	(16)	100%	29
Winchester	6%	(8)	7%	(10)	3%	(4)	85%	(120)	100%	142
York		(0)		(0)	7%	(1)	93%	(14)	100%	15
TOTALS:		57		759		714		2252		3782

* Based on information submitted in the quarterly reports (Project Progress Reports) of FY 1987.