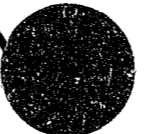


MFI

SACRAMENTO COUNTY PROBATION DEPARTMENT

Victim/Witness Assistance Program

PROJECT NUMBER: 4086-1-78



7  
7

SACRAMENTO AREA



JUSTICE AND DELINQUENCY PREVENTION PLANNING DISTRICT

82776

7

REGIONAL COORDINATING COUNCIL MEMBERS

Gilbert Baker  
B. D. Bartholomew  
Wayne Brown  
Gale Bruhn  
John T. Crow  
Robert Day  
Lee Dohm  
Alex Ferreira  
Allen P. Fields  
George Filippini

George B. Garcia  
Richard Gilbert  
William Heafey  
Herbert Jackson  
Albert Johnson  
Kevin Junious  
Robert E. Keldgord  
William H. Lally  
Betsey Marchand  
Larry Mark

E. R. Presley  
Edward Rudin, M.D.  
Joe Serna  
Maxine Singer  
Sandra Smoley  
Arlene Soto  
Karen Tustin  
Fred Wade  
Owen R. "Russ" Waltrip, Jr.  
Roy D. Whiteaker

EVALUATION ADVISORY COMMITTEE

Gilbert Baker  
Allen P. Fields

Richard Gilbert  
Karen L. Rosa  
Thomas Stark

Warren Thornton  
Peter Venezia, PhD

CRIMINAL JUSTICE PLANNING, REGION D

Karen L. Rosa, Director

Criminal Justice Evaluation Unit

Raymond R. Griego, Coordinator  
Alice Tom, Program Evaluator  
Masi Okasaki, Administrative Analyst

Criminal Justice Clerical Staff

Bonnie Rogers  
Beverly Budig  
Christina Davis

Program Data Collectors

Terry Baumgart  
Bill Langston  
Dale Terry

SACRAMENTO AREA CRIMINAL JUSTICE AND  
DELINQUENCY PREVENTION PLANNING DISTRICT

REGION D

SACRAMENTO COUNTY PROBATION DEPARTMENT  
VICTIM/WITNESS PROJECT

OCJP No. 4086-1-78

October 1, 1978 to September 30, 1979

Final First Year Evaluation Report

REGION D CRIMINAL JUSTICE EVALUATION UNIT

Date Submitted: February 8, 1980  
Prepared By: Alice Tom

NCJRS

MAY 7 1982

ACQUISITIONS

U.S. Department of Justice  
National Institute of Justice

This document has been reproduced exactly as received from the person or organization originating it. Points of view or opinions stated in this document are those of the authors and do not necessarily represent the official position or policies of the National Institute of Justice.

Permission to reproduce this copyrighted material has been granted by Public Domain

U.S. DOJ, LEAA

to the National Criminal Justice Reference Service (NCJRS).

Further reproduction outside of the NCJRS system requires permission of the copyright owner.

"The preparation of these materials was financially assisted through a federal grant from the Law Enforcement Assistance Administration and the California Office of Criminal Justice Planning and under Title I of the Crime Control Act of 1973.

The opinions, findings, and conclusions in this publication are those of the author and not necessarily those of OCJP or LEAA. OCJP and LEAA reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish and use these materials, and to authorize others to do so. A copy of these materials may be obtained from OCJP or LEAA upon payment of the cost for reproducing the materials."

## TABLE OF CONTENTS

	<u>Page</u>
Overview . . . . .	iv
Introduction . . . . .	vii
I. Project Description . . . . .	1
A. Case Development Process . . . . .	2
B. Services To Clients . . . . .	7
C. Referral Agencies Used . . . . .	9
II. Client Description . . . . .	11
A. Clients Accepting Long Term Services . . . . .	12
B. Clients Not Accepting Long Term Services . . . . .	15
C. Elderly Victim Survey . . . . .	15
III. Project Organization and Staffing . . . . .	20
A. Training Program For Staff . . . . .	20
B. Training Program For Volunteer Staff . . . . .	21
IV. Additional Measures of Project Impact . . . . .	24
A. Referral Agencies' Perceptions of Project . . . . .	24
B. Services On State Compensation Claims . . . . .	26
C. Client Perception Of Project . . . . .	29
V. Achievement of Objectives . . . . .	38
A. Impact Area A - Outcome Objectives . . . . .	38
B. Impact Area A - Process Objectives . . . . .	38
C. Impact Area B - Outcome Objectives . . . . .	41
D. Impact Area B - Process Objectives . . . . .	42
VI. Conclusions . . . . .	43
A. Findings . . . . .	43
B. Recommendations . . . . .	44

LIST OF TABLES

	<u>Page</u>
Table I Sources for All Project-to-Case Contacts . . . . .	4
Table II Time Elapsed Between Project-to-Client Contact for Victims of Violent Crimes . . . . .	5
Table III Time Elapsed Between Project-to-Client Contact for Elderly Victims of Selected Property Crime . . . . .	6
Table IV Services Provided to Long Term and Short Term Project Clients . . . . .	8
Table V Referral Agencies Used to Assist Victim/Witness Clients . . . . .	10
Table VI Long Term and Short Term Cases Opened by Month . . . . .	11
Table VII Selected Demographic Characteristics of Long Term Clients . . . . .	13
Table VIII Recorded Demographic Characteristics of Short Term Clients . . . . .	16
Table IX Crimes Committed Against Elderly Clients and Non- Elderly Clients of Long Term and Short Term Cases . . . . .	17
Table X Selected Data Categories From Elderly Victim Data Log . . . . .	19
Table XI Coordinated Staff Training Program and Time Utilization . . . . .	21
Table XII Coordinated Volunteer Staff Training Program . . . . .	22
Table XIII Number of Victims of Violent Crime Indemnification Fund Applications in Sacramento County 1976-1979 . . . . .	27
Table XIV Three Year Comparison of Reported Violent Crimes in Sacramento County . . . . .	27
Table XV Summary Table of Select Variable Relationships . . . . .	37

LIST OF FIGURES

	<u>Page</u>
Figure 1 Residential Location of Long Term Clients . . . . .	14
Figure 2 Questionnaire Responses . . . . .	32

LIST OF APPENDICES

	<u>Page</u>
Appendix A Flowchart Figure A-1 Case Record Forms . . . . .	A-1
Appendix B Description of Project Services . . . . .	B-1
Appendix C Project Organization Chart Figure C-1 Staff Training Schedule . . . . .	C-1
Appendix D Client Exit Questionnaire . . . . .	D-1
Appendix E Proponent's Response Letter to First Year Evaluation Report OCJP No. 4068-7-78 . . . . .	E-1

OVERVIEW

Project Title: Victim/Witness Project  
OCJP No. 4086-1-78

Federal	\$224,495
State	12,472
Local	<u>12,472</u>
Total	\$249,439

Implementing Agency: Sacramento County Probation Department

Grant Period: 7/1/78 - 9/30/79

I. PROBLEM STATEMENT

The Sacramento County Probation Department's Victim/Witness project was established to carry out the specific intentions of AB 1434. Specifically, this project emphasized two service goals:

- 1) Reduce the trauma of victims/witnesses of violent crimes and elderly victims of property crimes;
- 2) Improve the efficiency and sensitivity of the criminal justice system to serve victims/witnesses.

II. PROJECT METHODOLOGY AND OBJECTIVES

The project defined its clientele as those individuals who were the victims of violent crimes and elderly victims of targeted property crimes. The potential project clients were screened and initial contact was made with the victims of violent crimes within 48 hours of the crime and initial contact was made with elderly victims of selected property crimes within 72 hours of the crime. An assessment of the victim's needs was completed by the staff member at the initial contact and services were provided to solve the problems resulting from the crime.

Two major categories of services were provided to victims/witnesses: hard services or face-to-face contact and soft services or non-face-to-face contact. Hard services, in general, included counseling and intervention programs directed toward reducing immediate victim trauma, and soft

services were aimed toward disseminating information to victims about available social services, the criminal justice system and what the victim could expect in the court system.

### III. EVALUATION METHODOLOGY

Based on the evaluation plan, in-house data collection forms were developed by Region D and the project to assess the project's progress towards the stated objectives. These data forms were picked up on a monthly basis and were computer tabulated and analyzed. In addition to these data forms, a Victim/Witness Exit Questionnaire was developed to survey the opinions and reactions of the victim/witness clients who received services regarding the project effectiveness and usefulness.

Good cooperation with the project components, State Board of Control; Sacramento City Police Department, Sacramento County Sheriff's Department, and county fiscal monitor helped in providing data for the evaluation. The data from the State Board of Control was particularly important to this evaluation since a major goal of this project was to increase the number of applications and subsequent awards by the State Board of Control to victims eligible for compensation. This information from the State Board of Control helped to determine the impact the project had on the compensation application process.

### IV. PROBLEMS IN PROJECT SERVICES

Several problems were encountered by the probation department which continued throughout the project's implementation period (July 1, 1978 to October 1, 1978) and project service period (October 1, 1978 through September 30, 1979). Due to the similar emphasis (and in specific instances, a duplication of emphasis) of the probation department's victim/witness project and the Sacramento County District Attorney's Victim/Witness Unit, there were some misunderstandings and disagreements between the two projects which were eventually solved. In addition to this problem, the Sacramento County Public Defender requested that the probation department divest itself of the Victim/Witness Service Center due to the historically based legal function of the probation department to assist offenders. Subsequent to

this request by the public defender, a court suit was brought against the probation department by the public defender questioning their legal operation of the Victim/Witness Service Center.

As a result of these two major problems, a decision to defund the project at the conclusion of its first project year was made by the Region D Coordinating Council. In addition, the Sacramento County Board of Supervisors made a similar decision to support a victim/witness program that would be operated by one Sacramento County agency. Although the probation department elected not to re-apply for funds to support a new victim/witness project, they have offered their assistance and cooperation to the county's current victim/witness project coordinators.

### V. FINDINGS

At the conclusion of this project year, 3,677 victims had been screened as possible project clients and a total of 2,874 victims were contacted. As a result of the initial project-to-client contact, 408 victims requested long-term project services and 664 victims requested limited (short-term) services. It appears that this project was able to implement an operational victim/witness program. Good cooperation was exhibited by all agencies and individuals connected to the project. In general, the project clients who responded to a follow-up questionnaire felt the program was useful and services such as this should continue in the future.

INTRODUCTION

The purpose of this evaluation is to review the activities of the Sacramento County Probation Department's Victim/Witness Project (OCJP No. 4086-1-78). Due to the multiple problems encountered by the project proponents concerning the project's operation, the project was "defunded" at the completion of the first year. Although the project operated for twelve months, the "defund" decision was made in the ninth month of the project operation period. This decision inhibited the effectiveness of the project staff in providing long term services during the last three project months.

A major limitation of the report findings and recommendations is the unusual one year termination of this project. However, the report has been structured to provide a detailed description of the project and its implementation methodology. It is intended that the results and findings of this evaluation will facilitate the planning for future victim/witness programs in Sacramento County and neighboring jurisdictions.

This evaluation report covers the activities of the Sacramento County Probation Department's Victim/Witness project for the period of October 1, 1978, to September 30, 1979. The report is divided into six sections. Sections I through III describe the background of the project, project methodology, staff and clientele served. Section IV discusses additional cost factor analysis and project impact measures. Finally, Sections V and VI present the specific project findings and conclusions.

I. PROJECT DESCRIPTION

In July 1978, the Sacramento County Probation Department was awarded an LEAA grant for \$249,439 (\$224,495 federal funds, and \$12,472 each state and local funds) for the purpose of implementing a victim/witness assistance program. To facilitate the provision of project services, the project prioritized the categories of crime in need of assistance. The specific crime categories identified were: individuals of violent crimes and elderly victims of selected property crimes. Individuals who were victims of the following crime categories were considered potential project clients:

- 1) Families of homicide victims
- 2) Forcible rape
- 3) Robbery
- 4) Aggravated assault
- 5) Kidnap
- 6) Elderly persons (55 years or older) who are victims of the following property crimes:
  - Burglary
  - Theft (auto, checks, credit cards, food stamps)
  - Fraud

Based on the prioritization of these crimes, the method of service delivery proved to be an active case development process which allowed the project staff to initiate contact with clients as well as to function as a referral assistance agency. Two general levels of services were also available to clients which were provided depending on the degree of the client's needs.

The central location of the project office also facilitated the service delivery and case development process. The project office, which was housed in the Sacramento County Courthouse, placed the project staff in close proximity to both the courts and other vital criminal justice agencies such as the Sacramento County Sheriff's Department, Sacramento City Police Department, and the Sacramento County District Attorney's Office.



A. Case Development Process

A total of 408 long term cases and 664 short term cases were opened during the project's twelve month service operation period. (For evaluation purposes, clients were defined into two specific groups. The first group was defined as "long-term" clients or clients who needed multiple services from the project. The second group was defined as "short-term" clients who needed only minimum assistance - one or two services.) A major consideration in this project methodology was the timeliness in delivery of case services. Two methods were used by the project in developing cases which included:\*

- 1) Project-to-client: This case development method used a four step process. 1. Crime reports were screened at their point of origin within both the Sacramento County Sheriff's Department and the Sacramento City Police Department on a daily basis by a project staff member. Prior to the initiation of this methodology, both law enforcement agencies were contacted and arrangements were made to accomplish the initial screening process. 2. At this point of the process, copies of police reports which represented potential clients were taken back to the office where reports were then screened by the project supervisor and assigned to individual staff members to contact. 3. Initial contact was made (attempted) with victims of violent crimes within 48 hours and with elderly victims of selected property crimes within 72 hours of the crime to determine need for project services. 4. If it was determined that the victim was in need of multiple services and requested project assistance, a full case record was completed. (A complete copy of the case record forms can be found in Appendix A.) Long term cases remained open until all needed services had been completed and the victim did not feel additional services were needed (typical cases were kept

\* A flow chart of the case development process can be found in Appendix A.

open for approximately two months). In other instances where the victim was in need of short-term services, a full case record was not opened. (Because of the short length of these cases, only minimal information was requested of the client which included race, sex, birthdate, type of crime, and service(s) received.)

- 2) Client referrals to project: Referrals were accepted from other social service agencies which included referrals from schools, churches, hospitals, relatives or family members and other criminal justice or law enforcement agencies. In addition to these referral agencies, responding beat and/or investigation officers were also encouraged to initiate contact with the project and directly refer an individual or family member for screening and possible service. In some cases, the victim was advised of the existence of the project and the victim subsequently made contact with the project (No time limit was set for this case development process.)

Table I shows the number of actual project contacts with the victims/witnesses, and the case sources. Of the 2,862 case contacts, only 1,072 victims/witnesses requested services. Good cooperation between the project and local law enforcement agencies helped the project contact victims in need as soon as possible. In addition, as the project developed its credibility in the county, there was an evident increase in the number of referral cases to the project by other county agencies and community organizations.

Although every effort was made by the project and local law enforcement to contact victims within the 48 and 72 hour time goals, there were several cases with large time lags (6 days to 6 months) between the offense date and the time of initial project/client contact. Table II and Table III show the number of long term cases opened and the amount of time needed before the offense information was received by the project and the actual time elapsed before contact was made

Table I

Sources for All Project-to-Case Contacts													
Case Source \ Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Sacramento Sheriff	74	95	92	78	50	55	88	103	78	69	31	4	817
Sacramento Police	134	158	179	220	162	171	185	196	180	184	128	17	1914
Highway Patrol		4	14	4	6	11	2	3	4	1	9		58
Hospitals								1	1		1		3
Family Member	1	2		1		1							5
Other	1	5	4	4	7	5	5	8	17	7	2		65
Total	210	264	289	307	225	243	280	311	280	261	71	21	2862

\* Missing Case Source = 11.

A total of 804 cases were not contacted due to missing or inaccurate residence addresses or phone numbers. Sources for these cases were: 452 cases - Sacramento City Police; 225 cases - Sacramento County Sheriff; 98 cases - California Highway Patrol and 29 cases originated from other sources.



between the project and client.\* It appears from this information that the greatest number of cases (in both crime categories) needing project services were contacted within a five day limit. Approximately 29% (95) of the clients in the violent crime category were contacted by the project within the original 48 hour contact goal, and 42% (27) of the clients in the property crime category were contacted within the 72 hour contact goal.

Table II

Time Elapsed Between Project-to-Client Contact for Victims of Violent Crimes				
Time Elapsed (Days)	Time Contact Categories	Offense Date to Project Receipt of Crime Report	Project Receipt of Offense Report to Client Intake	Offense Date to Client Intake
0		36 (.11)	91 (.28)	8 (.02)
1		112 (.34)	89 (.27)	30 (.09)
2		55 (.17)	52 (.16)	57 (.17)
3		31 (.09)	27 (.08)	38 (.11)
4		16 (.05)	14 (.04)	32 (.10)
5		10 (.03)	11 (.03)	31 (.09)
>5		69 (.21)	45 (.14)	133 (.40)
Total		329	329	329

\* N = 329

Missing Cases = 13

\* The amount of time needed for project-to-client contact on short term cases was not recorded.

Table III

Time Elapsed Between Project-to-Client Contact for Elderly Victims of Selected Property Crime			
Time Contact Categories Time Elapsed (Days)	Offense Date to Project Receipt of Crime Report	Project Receipt of Offense Report to Client Intake	Offense Date to Client Intake
0	3 (.05)	16 (.25)	2 (.03)
1	30 (.47)	18 (.28)	9 (.14)
2	12 (.19)	4 (.06)	11 (.17)
3	8 (.02)	10 (.16)	5 (.08)
4	2 (.03)	5 (.08)	12 (.19)
5			2 (.03)
> 5	9 (.14)	11 (.17)	23 (.36)
Total	64	64	64

\* N = 64  
Missing = 2

These results suggest that the proposed time goals for contacting victims depended primarily on the time the project received the crime report which in many instances could not be made available for several days after the date of the offense. There are several reasons for this: 1) time of the day the crime is reported; 2) availability of the crime report; 3) availability of victim/witness staff to get the report, etc. Approximately 71% (234) of the clients requesting multiple services (long term cases) were contacted by the project after the 48 hour time goal for violent crimes and 47% (37) of the clients were contacted after the 72 hour time goal for property crimes. In addition, 17% (11) of the crime reports which were subsequently opened as full cases were received by the project more than 72 hours after the property crime date and 38% (126) of the violent crime reports were received more than 48 hours after the offense date.

B. Service to Clients

A wide range of services were available to project clients and their families. Two categories of service delivery methods were used. The first category of service delivery was "hard services" or direct face-to-face contact with the client and/or client's family. This method was used for a variety of reasons including cases requiring crisis counseling or physical assistance in transportation. The second category of service delivery was "soft services" or non-face-to-face contact services which were provided to those victims who did not have as intense a need as to require direct face-to-face contact. "Soft services" primarily included telephone contacts and/or information dissemination through the mail.

Although each case required different forms of assistance, there were fourteen defined services which were used in most cases. (Detailed definitions of these fourteen services can be found in Appendix B.) These fourteen services included: individual counseling, crisis intervention counseling, family counseling, financial pressure intervention, referral to crisis assistance, SBC form assistance, victim information provided to court, transportation assistance, legal counseling, property release assistance, location assistance, case status information, crime prevention information and child care services.

Table IV shows the number of each service provided and the service delivery method by the project staff and volunteer staff to long term cases. Table IV also shows the number of each service provided to short term cases by the project staff. (Although complete case records were not completed by the project staff for short term cases, summary project contact information was provided on the initial case record face sheets.)

Table IV

Services Provided to Long Term and Short Term Project Clients					
Services	Number of Services to Long Term Clients	Number of Services to Short Term Clients	Volunteers Used*	Hard Services*	Soft Services*
Individual Counseling	738	76	19	348	416
Crisis Intervention	196	18	4	122	76
Family Counseling	41	5		82	9
Financial Pressure Intervention	207	31	30	65	150
Referral to Crisis Assistance	291	57	16	66	92
SBC Form Assistance	239	30	17	112	134
Victim Information Provided to Court	81	28		27	54
Transportation Arranged	178	19	18	170	13
Legal Counseling	28	2		7	21
Property Release Assistance	15	2		5	11
Location Assistance	14	74	2	3	11
Case Status Information	639	33	71	52	589
Crime Prevention Information	38	342	4	15	21
Child Care Services	6			4	3
Other (case follow-up information requests)	683	56	62	110	581
Other**		1791			
Total	3394	2564	243	1138	2181

\* Complete case records were not maintained for short term cases. The use of volunteers, and service delivery method was not recorded. These three categories represent long term case services only.

\*\* This service category was created to represent the discussion and program services information provided to those victims contacted who declined services, but requested information on the program. In addition, this category includes telephone and in-person project-to-victim conversations not considered as counseling services.

C. Referral Agencies Used

Although the intent of the project was to provide a comprehensive victim/witness assistance center, the project acknowledged its inability to provide in-depth services which were required in certain cases. In these cases, other community organizations and public agencies were used as referrals to supplement their victim/witness assistance effort.

For evaluation purposes, the referral agencies have been divided into categories representing different service emphasis. A total of 64 referral agencies were used throughout the program year. Table V shows the agency categories used as referrals and the total number of accepted and non-accepted victim/witness clients to the referral agencies. It was difficult to determine the actual acceptance and non-acceptance rate since many of the referrals to clients were not "followed-up" by the client. Reasons for this were numerous, but the most frequent was the lack of need for the referral service by the client after his/her individual reassessment of his/her situation. However, in the cases in which the victim was in great need for a referral service, the project staff personally contacted and/or transported the victim to the referral agency. It appears from the categories of referrals that emergency financial aid and food were among the most frequently needed services. Long term counseling assistance (beyond the project's capabilities) for severely traumatized victims was also frequently referred to other county agencies or hospital outpatient care facilities.

In addition, 52 victims eligible for indemnification benefits were referred to the California State Board of Control. Four of the 52 claims were awarded financial reimbursements ranging from \$153.83 to \$10,547.70. One application processed by the project was denied the requested reimbursement. The remaining 48 application claims are pending review by the State Board of Control.

Table V

Referral Agencies Used to Assist Victim/Witness Clients			
Referral Agency Category	Number of Clients Referred	Number of Clients Accepted	Number of Clients Rejected
<b>Physical/Financial Assistance:</b>			
Housing	7 (.02)	5 (.02)	1 (.03)
Food	39 (.11)	39 (.12)	
Clothing	35 (.10)	30 (.15)	1 (.03)
Financial	141 (.40)	74 (.37)	17 (.57)
Transportation	6 (.02)	5 (.02)	
Employment/Training	2 (.006)	2 (.01)	
<b>Emotional Assistance:</b>			
Long Term Counseling	28 (.08)	19 (.10)	5 (.17)
Legal Counseling	3 (.01)		2 (.07)
Family Counseling/Child Care	12 (.03)	7 (.03)	2 (.07)
Handicapped and Disabled Crisis Counseling	3 (.01)	2 (.01)	
Crime Prevention Information	2 (.006)	2 (.01)	
<b>State Board of Control:</b>			
Victims of Violent Crimes	52 (.15)	4 (.02)	1 (.03)
Other	16 (.05)	9 (.04)	1 (.03)
<b>Total</b>	<b>348</b>	<b>198</b>	<b>30</b>

II. CLIENT DESCRIPTION

The category of "victim/witness" included all victims of the targeted crime categories and witnesses of those crimes. In addition, it was generally acknowledged that the victim in most cases was also a witness of the crime and the "victim/witness" title was used to describe all project clients. However, as the project progressed, it adopted a more victim advocate identity. (This was a primary result of the case development process.) Witness advocate services were offered (and more readily accepted by clients) in those cases where a defendant had been apprehended. Table VI shows the number of actual project contacts with the victims/witnesses and the resulting number of long term and short term clients.

Table VI

Long Term and Short Term Cases Opened by Month			
Month	Victims/Witnesses Contacted	Long Term Cases Opened	Short Term Cases Opened
October	210	52	19
November	264	66	40
December	289	46	60
January	307	43	88
February	223	24	72
March	243	44	73
April	280	34	40
May	322	48	80
June	280	34	40
July	261	20	36
August	171	5	32
September	21	1	3
<b>Total</b>	<b>2873</b>	<b>408</b>	<b>664</b>

A. Clients Accepting Long Term Services

A total of 408 victims/witnesses were counted as long term project clients. In these cases, a full case record was completed which requested a variety of information from the client such as living situation, income level, education level, and other crime specific data. In addition, a complete list of services and referrals requested by the client was recorded in the case file.

Table VII shows select client characteristics which provide some description of the type of clients the project assisted as compared with the general population in Sacramento County. Long term victim/witness clients were older, more apt to be female, considerably less likely to be married and were primarily from the financially disadvantaged segments of the community. Although the average education level completed by the clients was through high school, the median income of the clients was less than half that of the average citizen in Sacramento County. In addition, the racial composition of the clientele was proportionately higher than the corresponding racial composition of Sacramento County. Specifically the Hispanic-American, and Black American racial categories of victim/witness clients were proportionately twice as large as compared to Sacramento County. However, the single largest category of victim/witness clients were Anglo-American.

As a general characterization of the type of victim/witness accepting or requesting services, one could say that most clients were individuals who not only were the victims of violent and select property crimes, but also tended to have few resources with which to cope with the losses and the lack of community awareness to request assistance from the appropriate agency. Figure 1 shows the areas of Sacramento County (by zip code) where long term victim/witness clients lived (actual number of clients are represented on this map). As can be observed on the map, the greatest number of clients lived in the inner-city sections of Sacramento County and were primarily centralized in the Sacramento City downtown region. This information, however, does not indicate where crime is most prevalent in the county; only that these were the primary areas where project clients lived.

Table VII

Selected Demographic Characteristics of Long Term Clients			
Characteristics	Victim/Witness Project Clients		Sacramento County*
	%	n	(N = 680,980)
<b>Race (N = 408)</b>			
Anglo-American	70.3	287	82.6%
Hispanic American	12.7	52	5.1%
Black-American	14.0	57	6.5%
American Indian	0.7	3	0.5%
Asian American	2.0	8	3.6%
Other	0.2	1	1.7%
<b>Sex (N = 408)</b>			
Male	38.5	157	49.5%
Female	61.5	251	50.5%
<b>Median Age (N = 408)</b>			
		55 years	27 years
<b>Median Education Level (N = 331)</b>			
		12 years	12 years
<b>Median Income (N = 336)</b>			
		\$5999	\$11,337
<b>Employment (N = 405)</b>			
Currently employed	31.0	126	93.1%
Currently unemployed	69.0	279	6.9%
<b>Marital Status (N = 390)</b>			
Never Married	32.0	124	24.2%
Married	26.0	100	64.9%
Widower/Widow	21.0	82	5.7%
Divorced/Legally separated	22.0	84	7.0%

\* Based on Special Census 1975, Sacramento Area Regional Planning Commission except data from California State Employment Development Department on current employment rate, September 1979.

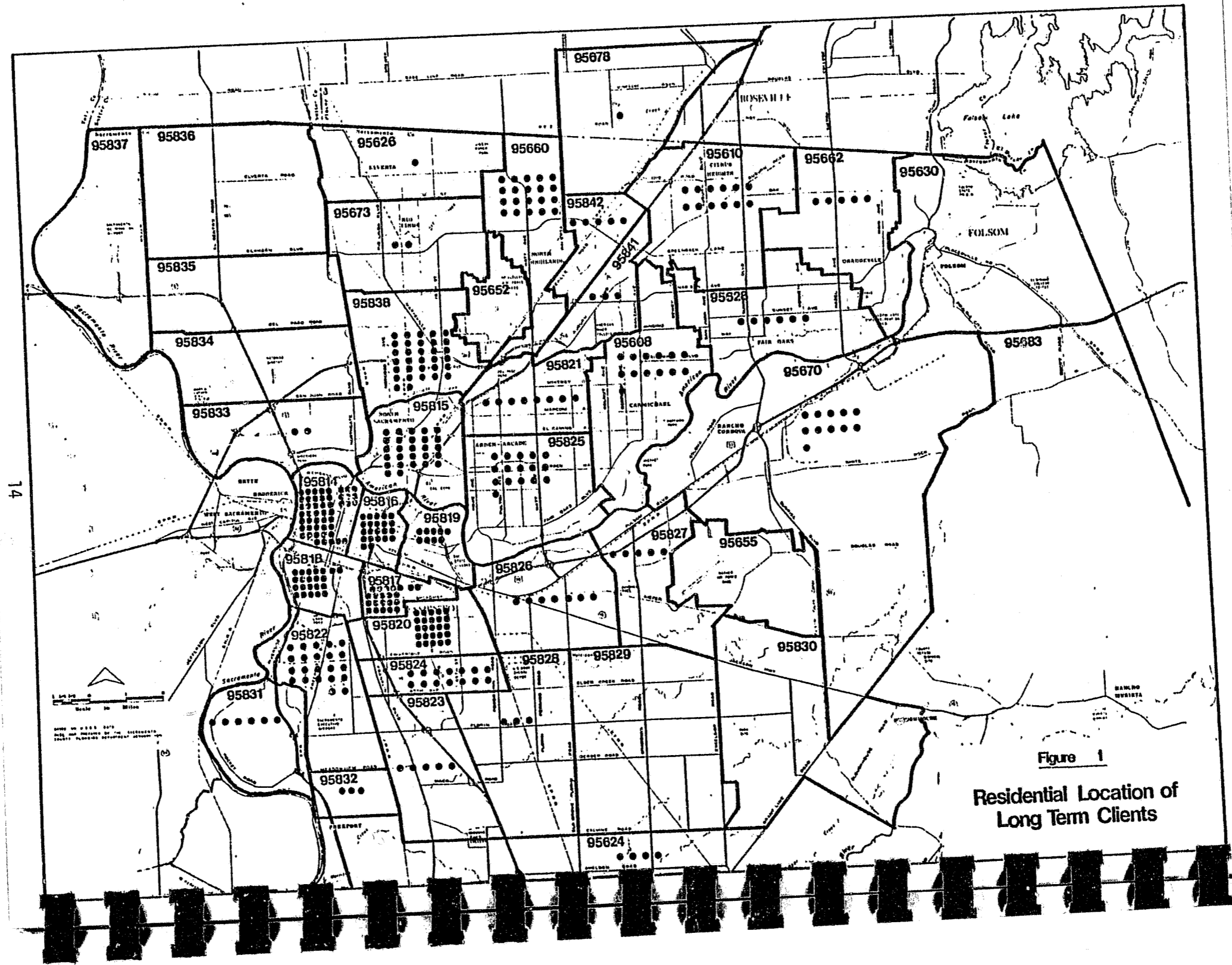


Figure 1  
Residential Location of  
Long Term Clients



B. Clients Not Accepting Long Term Services

A total of 2465 victims were contacted who declined long term services. Although no formal case file was maintained for these cases, a summary face sheet was completed by the project staff for each victim/witness contacted. Of the 2465 cases contacted, 664 cases requested short term services which included transportation assistance and emergency food assistance. In 1881 cases not receiving any services, information recorded on the summary face sheets indicated lengthy discussion and conversation with the victim/witness that was not considered counseling. In general, those victims/witnesses contacted appreciated the project's notifying them of its services and the project's interest in the case.

Although limited client characteristics were maintained for the victims contacted, race, age and sex of the victims contacted were recorded and are included in Table VIII. Most of the victims contacted indicated several reasons for declining project services. The major reasons included: 1) adequate financial support to reduce the crime impact on their immediate lives; 2) adequate health or medical insurance to cover medical costs resulting from injuries incurred from the crime; 3) adequate property or household insurance to cover property damages and losses from the crime; and, 4) adequate emotional support from friends and family members.

C. Elderly Victim Survey

Although crime statistics involving elderly victims are limited, it has been openly acknowledged that the vulnerability of elderly individuals make them a target group for crime. This notion has, however, been investigated with results indicating a lower than expected victimization rate of elderly individuals.\* Other studies, particularly at the local jurisdiction level have indicated a higher rate of elderly victims as compared to the total victim population. However,

---

\* Florida Department of Administration.

regardless of the level of investigation (local, state, or national), reports have noted that the "need" for victim services is greatest for the elderly victim who is often living on a fixed income. A recent survey conducted in Nevada, Placer, Sacramento, Sierra, Yuba and Yolo Counties concerning the victimization of the elderly concludes that the fear of victimization is second only to the problems associated with a fixed income living.\*

Table VIII

Recorded Demographic Characteristics of Short Term Clients			
Characteristic	Age	Victims of Violent Crimes (< 55 Years)*	Elderly Victims of Select Crimes (> 55 years)*
Race:			
Anglo-American		754	953
Hispanic-American		131	71
Black-American		148	67
American Indian		6	1
Asian American		18	26
Other		36	163
Sex:			
Male		534	539
Female		559	742

\* N = 2374

91 cases could not be classified in these categories due to missing information.

\* Area 4 Agency on Aging, and University of California, Davis Kellogg Program, Needs Assessment of Older Persons Preliminary Report, 1979.

Acknowledging the needs of the elderly Sacramento County resident, the project identified elderly individuals as a target population to assist. A special effort was made to contact elderly victims of selected property and violent crimes. Table IX shows the number of elderly victims who accepted long term and short term services as compared to the remaining victim population receiving services. As indicated by this information, there were equal numbers of elderly victims and non-elderly victims. It is interesting to note that a greater number of elderly victims requested short term services. This observation suggests that elderly victims may be more emotionally in need of services to reduce immediate trauma or stress.

Table IX

Crimes Committed Against Elderly Clients and Non-Elderly Clients of Long Term and Short Term Cases			
Service Period	Age Group	All elderly victims of violent crimes & property crimes.	All non-elderly victims of violent crimes.
Long Term Cases		148	260
Short Term Cases		388	276

In addition to this information maintained on long and short term case clients, an elderly victim data log was maintained on all other crime reports received by the project involving elderly victims. The major purpose of this data log was to provide a conceptual framework for the rate of specified crimes committed against the elderly Sacramento County resident. Although this information does not provide a complete county-wide crime index involving all crimes against the elderly, there is sufficient information to provide a profile on elder-

ly victims of the seven major offenses (homicide, rape, robbery, aggravated assault, burglary, theft and motor vehicle theft) and other selected property related crimes (e.g., malicious mischief).

A total of 3028 crime reports were recorded by the project that involved elderly victims. In addition to the 3028 recorded cases, 148 cases were opened as long term cases. Table X shows selected data categories from the elderly data log. As a general profile of the type of crime involving elderly victims in Sacramento County, one could say that most individuals were apt to be victims of property-related crimes such as burglary and malicious mischief, and other crime including theft, and robbery; averaged between the ages of 55-62 years; were more often Anglo-American and male. The overall conclusion drawn from these data (data log) is that the victimization of elderly individuals in Sacramento County is not significantly greater than other Sacramento County residents of the same specified crime categories.

Table X

Selected Data Categories From Elderly Victim Data Log		
Data Category	Frequency	% of Total
<b>Age of Victims:</b>		
55-64	1652	54%
65-74	911	30%
75-84	387	13%
85-94	74	2%
95+	4	.01%
<b>Ethnic Background:</b>		
Anglo-American	1962	65%
Hispanic-American	72	2%
Black-American	111	4%
American Indian	18	.05%
Asian American	66	2%
Other	5	.02%
<b>Sex of Victim:</b>		
Male	1688	56%
Female	1340	44%
(Missing = 794)		
<b>Offense Type:</b>		
Misdemeanor	1631	54%
Felony	1397	45%
<b>Specific Crime Category:</b>		
Crimes Against Person	447	15%
Crimes Against Property	2509	83%
Motor Vehicle Theft	30	1%
(Missing = 42)		
<b>Physical Injury:</b>		
Yes	115	4%
No	2677	89%
(Missing = 224)		

III. PROJECT ORGANIZATION AND STAFFING

Although the victim/witness project was under the direction of the Sacramento County Probation Department, the project developed its own identity as an independent project not connected with the probation department's services to defendants. This individual identity development included the project name adoption of the "Sacramento County Victim/Witness Service Center" which made no suggestion of a county agency association. (An organization chart of the project and its relationship to the probation department can be found in Appendix C.)

The bulk of the casework, public relations presentations and speeches were conducted by the full time professional staff which was composed of a supervising probation officer I (project coordinator), one senior deputy probation officer, two deputy probation officers, and one probation assistant (all victim advocate/staff counselors). In addition to the professional staff, six paid graduate student interns worked 24 hours a week during the academic school year and 40 hours a week during the vacation and holiday periods. Two clerical assistants (Typist Clerk II) completed the necessary office functions and receptionist duties.

A. Development of the Staff Training Program

The staff training program was developed by the project coordinator and the Sacramento County Probation Department training officer. Several areas specific to victim trauma counseling were emphasized in the training program for both volunteers and project staff personnel. The training program emphasized four areas which included crisis counseling, cultural issues, referral assistance networks, and legal issues such as state compensation procedures.

A number of resource people were scheduled during the staff training period (September 4, 1978 to December 4, 1978) to instruct the staff on specific victim/witness responsibilities and services (a copy of the staff training schedule can be found in Appendix C). Table XI indicates the areas covered and the amount of time spent on each area.

Table XI

Coordinated Staff Training Program and Time Utilization		
Specified Training Component	Implementation Training Workshop-Hours Devoted to Selected Topics	Skills Used in Probation V/W Process
Crisis Counseling	32 hours	Yes
Cultural Issues	Although this subject was not specifically addressed in the training program's format, it may have been covered in the roles and responsibilities workshop	Yes (In addition, there were two bilingual Spanish staff counselors.)
Referral Sources	16 hours	Yes
Legal Issues	3.5 hours	Yes (As it relates to SBC; and lawyer referral agency)
Roles and Responsibilities of Project Staff	20 hours	
Roles and Responsibilities of Student Interns and Volunteers	24 hours	
	95.5 hours	

In addition to this training program, there were on-going training programs sponsored by the probation department which victim/witness staff attended. Beyond voluntarily attending these workshops (or special programs), no further training was conducted.

B. Development of the Volunteer Staff Training Component

The project coordinator also took major responsibility in developing the volunteer staff training component. Although there were no minimum education qualifications or experience requirements to be a

victim/witness volunteer, each volunteer was screened by the project coordinator and a victim/witness staff counselor. Volunteers were primarily recruited from colleges, community agencies and volunteer bureaus. Table XII outlines the responsibilities of the volunteer staff and the topics of the training program.

Table XII

<b>Coordinated Volunteer Staff Training Program</b>	
<b>Volunteer Responsibilities</b>	<b>Implementation Training Workshop of Selected Topics</b>
1) Provide follow-up telephone work on open cases as requested and supervised by victim/witness counselors.	Overview and Orientation of: a) Project objectives and goals b) Grant and evaluation requirements c) Evaluation and case forms d) Community resource network e) Criminal Justice System f) Probation department's role in project
2) Provide and arrange transportation for victims/witnesses.	
3) Provide assistance to clerical staff.	
4) Conduct in-person exit questionnaire interviews.	

Although a training program was developed for the volunteer staff, the project had limited use of their services. The limited use of volunteers was a result of two problems. In most cases, the volunteers did not provide a definite time commitment to the project. This caused some difficulty in scheduling the volunteer staff and assigning them specific responsibilities and duties to assist in the project's operation. However, there were several long term volunteers who worked well in the project and were able to successfully assist the victim/witness counselors in their case work. The second problem associated with the use of

the volunteer staff was the decision to defund the project at the completion of its first year. This decision deterred the project staff from developing a long-term volunteer staff due to the limited length of the project. Pursuant to the "defund" decision, several long-term volunteers elected not to continue in their volunteer positions and to volunteer at other projects.

The successful use of volunteers in a project like this one depends heavily on the length of the project and the responsibilities assigned to each volunteer. This has been observed not only with the long term volunteers of this project, but also in other victim/witness programs that have used volunteers extensively (e.g., San Mateo County Probation Victim/Witness Project and Fresno County Probation Victim/Witness Project).

IV. ADDITIONAL MEASURES OF PROJECT IMPACT

The following information attempts to provide a profile of the project's impact on the coordinated social efforts of community and public organizations used as referral agencies and the impact on the victim/witness clients' lives and attitudes towards the criminal justice system as a result of the project's services. In addition, specific data was maintained concerning the project's assistance on Victims of Violent Crime Indemnification Fund applications through the State Board of Control.

A. Referral Agencies' Perception of Project

As outlined in the project's impact areas, a major objective of the project was to coordinate the available and existing services in the community to assist victims/witnesses. A total of 64 referral agencies were used throughout the project year. Although at the initial start of the project service period the project staff personally introduced the project to more than the 64 agencies used, referral assistance needs were primarily used for emergency financial aid, food and clothing. Fourteen of the 64 agencies appeared to be the most heavily used by the project (any agency receiving five or more referrals were categorized as heavily used agencies), and the remaining agencies were used on a minimal basis (any agency receiving four or less referrals) or were used in special circumstance cases.

In order to assess the coordination, value and perceptions of the referral agencies concerning their activity with the project, a sample of the 64 agencies was contacted in a telephone survey. The sample was composed of the 14 heavily used agencies and eight less frequently used agencies.

In general, the 14 agencies contacted felt the victim/witness clients referred to them were cooperative and they would continue to accept victim/witness referrals in the future. All of the agencies stated that they were used as a referral agency by several other organizations in addition to the victim/witness project. One agency noted that it had on two cases referred individuals to the victim/witness program. When the other agencies were asked if they had

thought of using the victim/witness project as a referral agency, they indicated that although they had not referred cases to the program before, they would consider it in future cases.

In addition to the referral agencies' general responses toward the program, they provided an estimated cost amount per referral for their (respective) agency. The average range of cost per referral for these agencies was between \$5.00 and a maximum of \$45.00. Several agencies also indicated that there was no "out-of-pocket" costs to them. These agencies were, however, primarily food and clothing programs which received donations from food companies and private individuals.

The major concern of these 14 agencies was the minimal communication maintained by the victim/witness project. Most of the agencies indicated that they had never seen a project staff person or received written communication from the project and in many cases, telephone contact was the only communication received by the agency. The agencies which expressed this concern also suggested that increased communication in the future would be useful not only for them, but for the victim/witness client whose case could be more expeditiously processed. Two agencies contacted, however, felt they had good lines of communication and that the project staff were very effective as victim advocates.

Responses from the remaining eight agencies indicated a difference in perspectives of the project than from the heavily used agencies. All eight agencies contacted reported having worked with victim/witness clients, but noted that they were never notified by the project in advance of the victim/witness client case(s) being referred to their agency. Although the agencies would accept future victim/witness referrals, they suggested that some communication between the project and their agency would be helpful. All eight agencies reported that they did not always maintain accurate records concerning a client's referral source to their agency due to the nature of their office procedures. However, several agencies noted that with increased communication with the victim/witness project they would be able to have a better working relationship with the project and would be able

to maintain more complete records concerning specific victim/witness needs.

B. Services to State Compensation Claims

A key component in a victim service program is to assist eligible victims of violent crimes to apply for Victim of Violent Crimes Indemnification Funds through the California State Board of Control. Based on this key component, the probation department's victim/witness project included an objective to increase the number of eligible Sacramento County residents applying for state compensation.

Table XIII reflects the number of claim applications filed, number of claims accepted and awarded (statewide and from Sacramento County during the project period) and the number of claims processed by the project in behalf of the victim or victim's family. It is apparent that there was an annual increase in the number of claims accepted from Sacramento County in fiscal year 1976-1977 through 1978-1979. However, the number of claims accepted and awarded only become significant when compared to the number of reported violent crimes.\*

Violent crime trends in Sacramento County during the three fiscal years from 1976 to 1979 (as shown in Table XIV) indicate a consistent rise in violent crimes. However, when the number of claims accepted by the State Board of Control and the actual number of claims awarded are compared to the number of crimes, the ratio between claims and potential benefit applicants is very low. Less than 2% of the victims in these crime categories filed claims that were subsequently accepted and awarded.

During the project year, the project staff referred and directly assisted 41 clients in completing applications for benefits through the State Board of Control. Of the 41 clients, 34 applications were filed and accepted in the 1978-1979 fiscal year which represented 24% of all claims accepted that year. Four claims processed by the

\* In order to provide a better comparison of reported violent crimes to the number of claims filed, all evaluation information is presented on a fiscal year basis to coincide with the State Board of Control's record system.

Table XIII

Number of Victims of Violent Crime Indemnification Fund Applications in Sacramento County 1976-1979								
Fiscal Year	Claims	Number of Claims Filed		Number of Claims Accepted		Number of Claims Submitted by Project	Number of Claims Awarded	
		Statewide	County	Statewide	County		Statewide	County
76 - 77		5,526	*	2,861	132	*	2,656	82
77 - 78		6,525	*	3,145	142	*	2,411	110
78 - 79		1,028	204	4,144	146	34	1,914	102
79 - 80 (Jul - Oct)			80		62	7		

\* Project not in operation during this time - information was not maintained.

Table XIV

Three Year Comparison of Reported Violent Crimes in Sacramento County			
Crime Categories	Time		
	1976-1977	1977-1978	1978-1979
Willful Homicide	73	83	74
Forcible Rape	393	353	427
Robbery	2,142	2,320	2,708
Aggravated Assault	2,265	2,230	2,386
Simple Assault	2,785	2,930	3,116
Offenses Against Children	296	272	278
Total	7,853	8,188	8,989

project were awarded financial reimbursements totaling \$20,083.47. One client was denied reimbursement and the remaining 29 "1978-1979" fiscal year cases are still pending. In eleven additional cases occurring in this fiscal year the clients elected to complete the application forms themselves and the project provided those clients with the appropriate forms. Seven other cases were processed by the project in behalf of the client during the first three months of the 1979-1980 fiscal year (All seven cases are pending).

Although project assisted claims made up 24% of the total number of Sacramento County claims accepted in the 1978-1979 fiscal year, this did not represent a significant increase over the number of claims accepted in 1976-1977 and 1977-1978. However, it should be noted that all 34 cases processed by the project in 1978-1979 and the 7 cases processed during the first 3 months of 1979-1980 were accepted as cases that qualified for compensation. This suggests that the project was able to initially screen cases for eligibility and processed only those cases that qualified as valid claims. It cannot be determined, however, whether the project's application assistance is helping the State Board of Control process claims more quickly (State Board of Control claims currently require 2-8 months to process to completion).

No hard conclusions can be made regarding the negligible change in the proportion of claims accepted to reported crimes over the 3 year period. In addition since there was no "control group" of victims who were not contacted by the project, it is not possible to isolate the impact specifically due to the project's existence. However, with the increase in the crime rate over the 3 years, one would assume a corresponding increase in the number of claims accepted. This has not proven true and reasons why an increase in claims accepted has not occurred are difficult to identify, but part of the reason may be due to the overall statewide increase of claims filed compared to the staff size of the State Board of Control Victims of Violent Crime Indemnification Unit. Official reports from the State Board of Control note that the number of claims filed statewide are increasing yearly at a steady rate of 27% over the last three years while the

staff size has remained almost the same. The increased workload may affect the number of Sacramento County cases that the State Board of Control can physically process in one year.

C. Client Perception of Project

In order to assess the importance of the project, the services provided by the project and its impact on the clients' life, a client exit questionnaire was developed (a copy of the questionnaire can be found in Appendix D). Of the 408 long term cases, 115 case clients responded to the questionnaire. Only long term clients were asked to respond to the questionnaire due to the case development process and length. In addition, a project volunteer conducted in-person exit questionnaire interviews for 51% (59 cases) of the 115 clients. The remaining number (56 cases or 49%) of questionnaires were mailed to the clients.

At the onset of the project, the project had proposed to conduct in-person interviews in all exit questionnaire situations. However, due to the decisions to fund only one Sacramento County program, the volunteers conducting the in-person interviews decided to provide their volunteer services to other long term programs. In cases where the client surveys were mailed, a cover letter signed by the case counselor was attached to the questionnaire. The letter explained the purpose of the survey and assured the client of anonymity. A stamped addressed envelope to the project office was included in the survey to encourage the clients to return the questionnaire. The questionnaire covered the following topic areas:

- 1) the impact of the project on the criminal justice system (questions 2, 3, 5, 6)
- 2) the value of project services (questions 7-11, 13, 17, 18)
- 3) the value of the project in reducing victim stress (question 4)
- 4) the importance of the project to clients (question 12)

Fourteen of the questions from the questionnaire were used in the analysis of the clients' reaction to the project. Due to the nature of the case development process, questions 14 and 15 were not used in this analysis. At the termination point of the project services, too few of the respondents had seen an arrest of an assailant to make this determination.



Figure 2 shows the actual responses to each question in the survey (N=115). Specifically, the response choices for each question were offered on a numerical scale with weights from "1" to "5". The value "1" indicated a positive perception of the specified dimension and "5" represented a negative perception of the dimension. Statistical analysis relates selected client demographic factors associated with the client's perceived importance of the project and the project's ability to reduce client stress. In addition, the assessment of the project's importance by clients are also correlated with other service variables. The size of the sample (115) and the magnitude of missing data make multi-variate analysis difficult to interpret and it was not used. The implication of this decision is that no statements will be made about the impact of one variable independently of another. The statistics reported in this table include gamma (a measure of strength of relationship between two variables). Because tests of statistical significance cannot be calculated for gamma, we have reported the significance levels associated with Kendall's tau which is a statistic quite similar to gamma but more conservative in its measure of impact. Only summary tables will be used to present the analysis. However, in all parts of the analysis, the gamma values and significance levels were calculated on extended tables, but will not be presented in this report.

Table XV presents a summary of the correlations completed regarding importance of project and demographic factors; importance of project and project services, and reduction of victim stress and demographic factors. In addition, Table XV also shows the clients' perceptions of the project's impact on the criminal justice system. Our assessment of these data, and other information presented are:

- 1) The importance of the project was not significantly related to demographic factors. In addition, whether a client was a victim of a violent crime or victim of a property crime did not affect their response to this dimension.

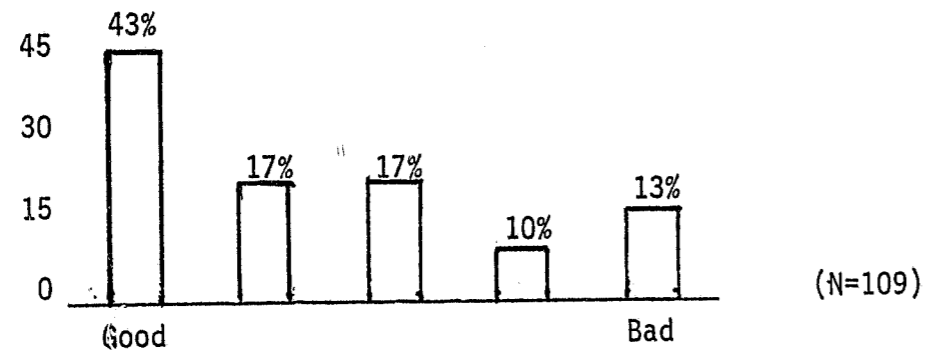


- 2) Reduction of victim emotional stress proved to be an important outcome service of the project. The factors of age, victim of a violent crime or property crime were significantly related to reduction of stress. This suggests that the mere fact of being a victim or an elderly individual increases the rate of stress.
- 3) The importance of the project as related to project services proved to be highly significant. This result suggests that clients felt the project services were important factors in the determination of their level of satisfaction. In addition, it appears that more respondents reported satisfaction with the program staff than with any other aspect of the program. This implies that victims of crimes find more satisfaction in knowing where to turn than in receiving actual services aimed at ameliorating their difficulties. This may suggest a greater emphasis needs to be placed on counseling and other similar services.
- 4) The impact of the project on the criminal justice system's thoroughness and timeliness proved to be significantly related as perceived by clients. Furthermore, the impact of the project on the sensitivity of the criminal justice system also proved to be related as perceived by the clients. This result indicated that the project was able to influence the clients' perceptions of the criminal justice system.

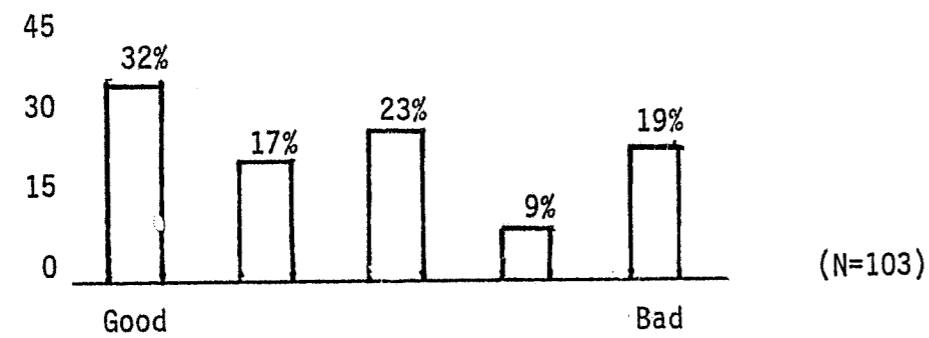
Figure 2

Questionnaire Responses

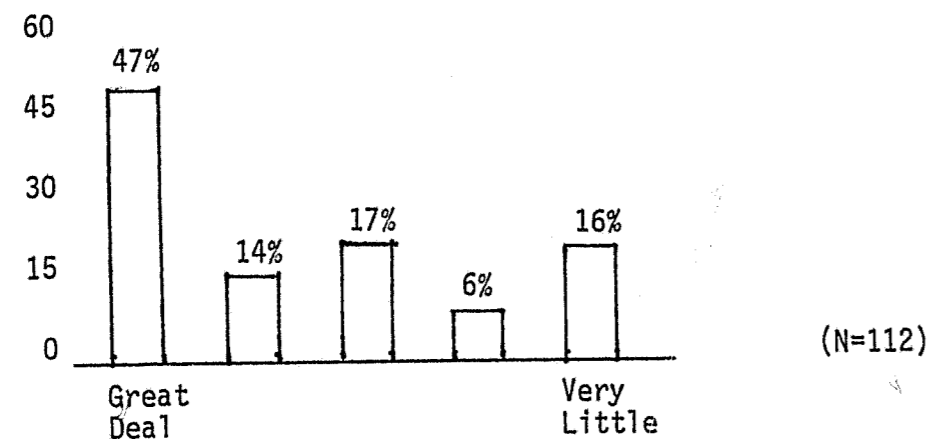
Q2. How would you describe how well your case was treated in terms of the time length involved with the completion of the case and the thoroughness exhibited by the criminal justice system?



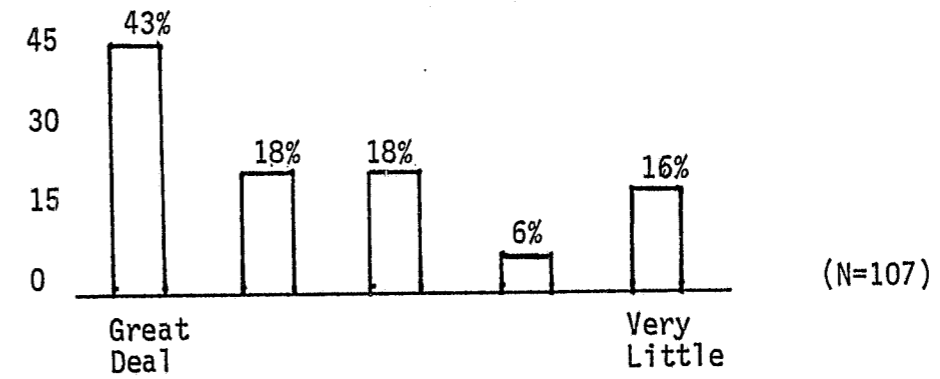
Q3. Do you feel the victim/witness program improved the speed and thoroughness of the criminal justice system?



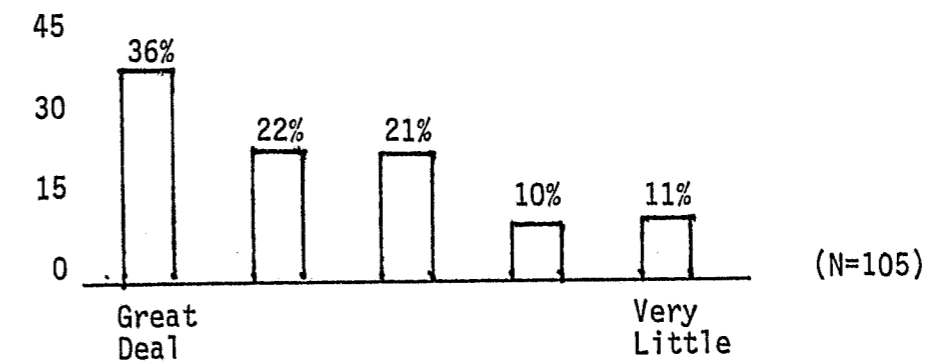
Q4. To what extent did the V/W program reduce your emotional stress of being a victim or witness?



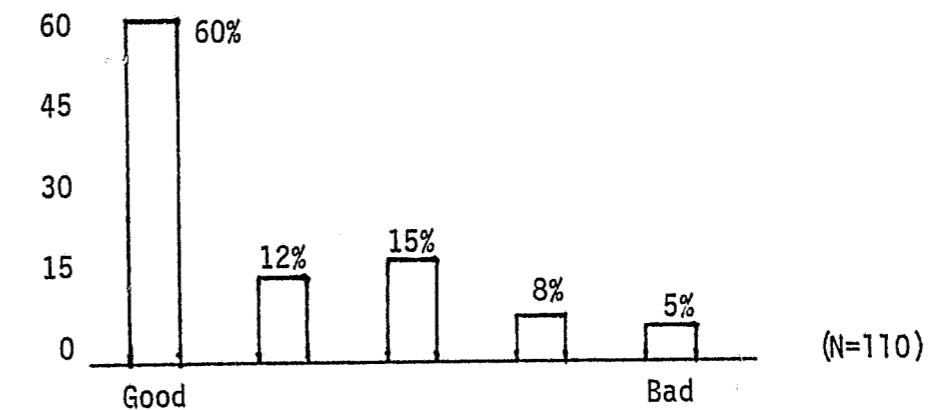
Q5. How would you describe the personal attention, involvement and understanding of the criminal justice system?



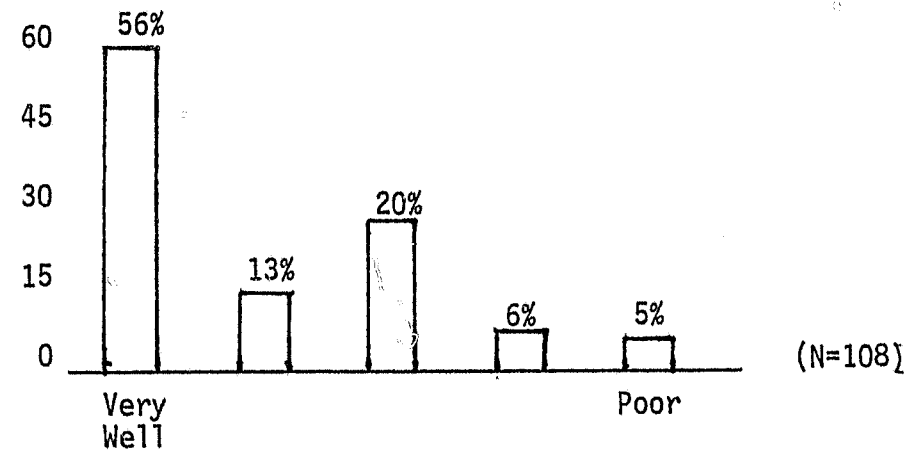
Q6. Do you feel the V/W program improved the personal attention, involvement and understanding of the criminal justice system?



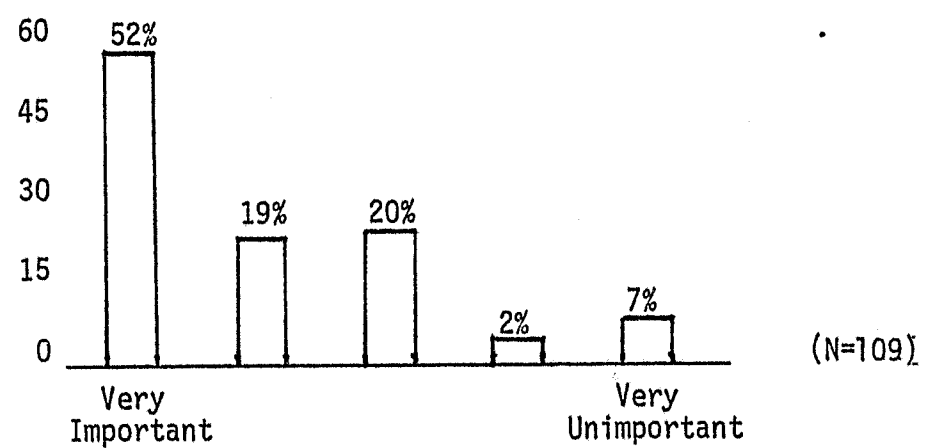
Q7. How would you rate the ability of the V/W program to provide the services you needed?



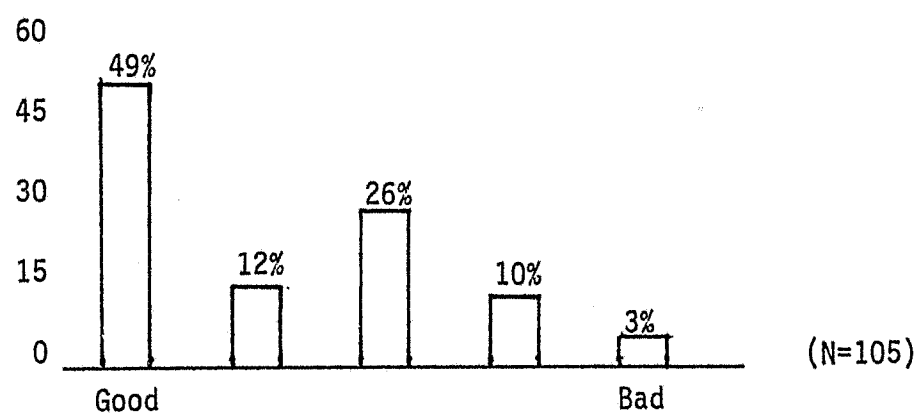
Q8. How well did the V/W program coordinate available services for you?



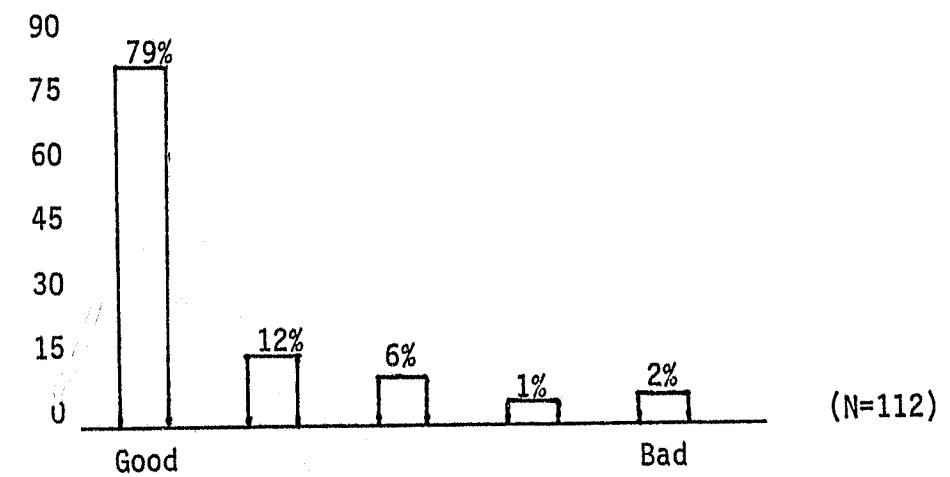
Q9. How important was the service information provided by the V/W project?



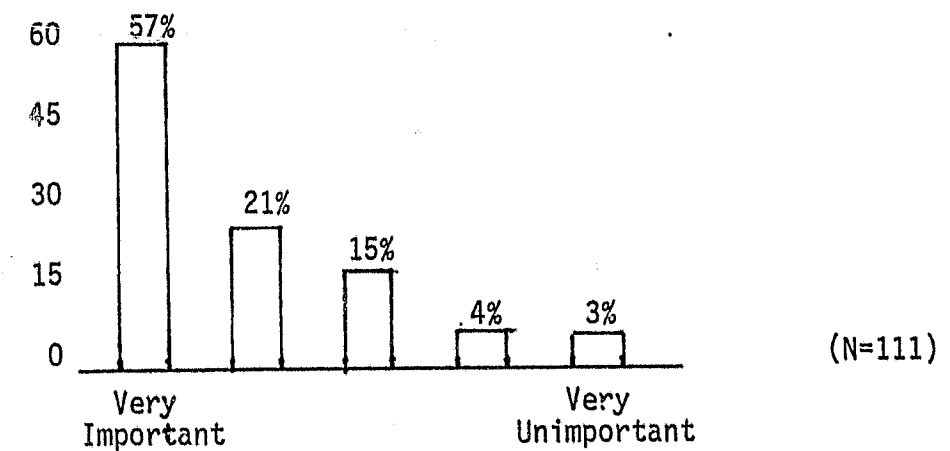
Q10. To what extent was the V/W program able to provide answers to your case questions?



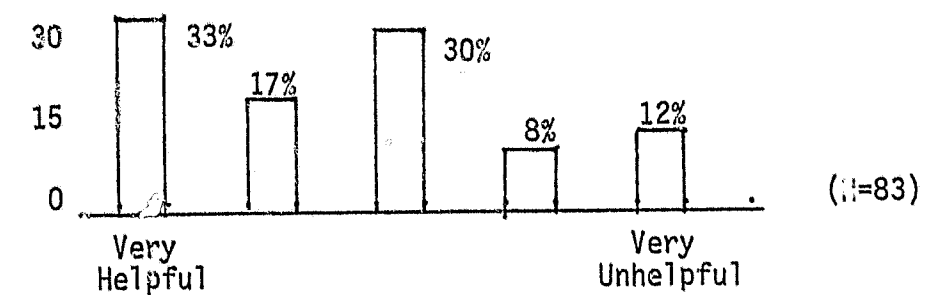
Q11. How would you rate the performance of the project staff you had contact with?



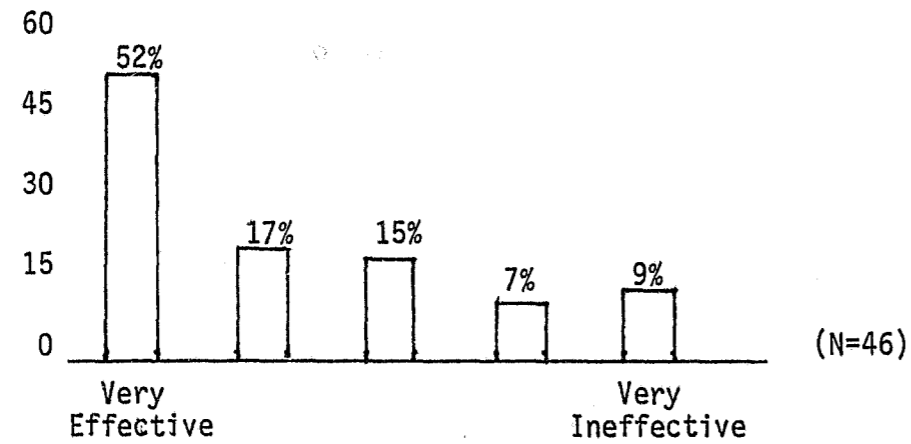
Q12. How important was the V/W program to you?



Q13. How helpful were the V/W program printed materials?



Q17. How would you rate the general effectiveness of the referral agency (agencies)?



Q18. How would you describe the location of the V/W program office?

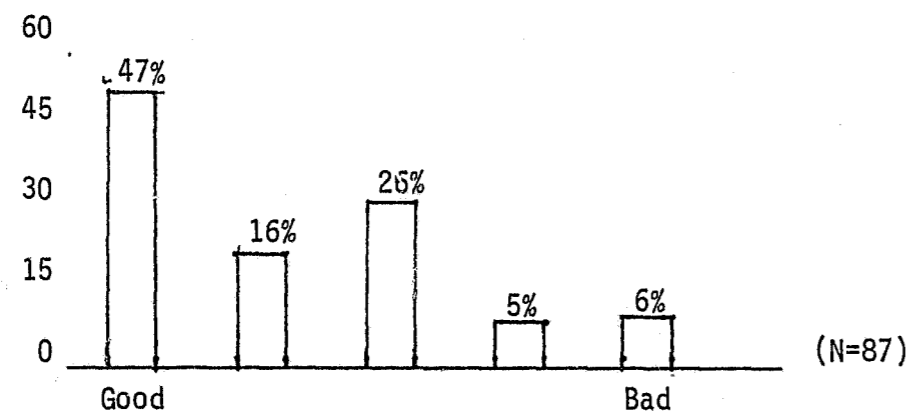


Table XV

Summary Table of Select Variable Relationships				
Variables	Gamma	Tau	Signif.	No. of Cases
<u>Correlates of Importance of the Project:</u>				
1. Sex	-.03097	-.01833	.4142	112
2. Victim of violent crime	.22333	.11312	.1031	111
3. Victim of property crime	-.19864	-.09574	.1424	113
4. Yearly family income	.04665	.03320	.3392	108
5. Total dollar loss	.07181	.04765	.2834	110
6. Ethnicity	.17021	.08964	.1510	111
7. Age	-.12963	-.09462	.1129	111
8. Education	.05665	.04102	.3106	100
<u>Correlates of Reduction of Victim Emotional Stress:</u>				
1. Sex	-.07874	-.04150	.3214	111
2. Victim of violent crime	.34642	.18909	.0148*	112
3. Victim of property crime	-.36525	-.18731	.0156*	112
4. Yearly family income	.06553	.05090	.2564	109
5. Total dollar loss	.04138	.02940	.3581	111
6. Ethnicity	.09717	.05282	.2657	112
7. Age	-.26070	-.16221	.0164*	112
8. Education	.01156	.00766	.4647	98
<u>Correlates of Importance of the Project and Project Services:</u>				
1. Did program reduce stress	.55625	.40687	.0000*	111
2. Did program coordinate services	.39097	.26170	.001 *	107
3. Was program service information important	.55091	.38987	.000 *	108
4. Was program able to provide answers to case	.44334	.31032	.0001*	104
5. Staff performance	.63142	.37278	.0000*	111
6. Effectiveness of referral agency	.62839	.45621	.0002*	46
<u>Correlates of Program Impact on Criminal Justice System:</u>				
1. Timeliness and thoroughness	.59320	.47290	.0000*	102
2. Personal attention and understanding	.54418	.43551	.0000*	102

\* Significant correlations

V. Achievement of Objectives

A. Impact Area A - Outcome Objectives

1. Implement a training component to develop a training module for the training of: (1) project staff; (2) a compliment of volunteers to assist in providing victim/witness services; and (3) other County department personnel providing victim/witness services.

*Comment:* Although a training component was developed by the project for staff and volunteers, it did not result in a written instruction handbook for victim/witness advocate skills and responsibilities. The training included 95.5 hours of training to staff in seminar format while volunteers received the majority of their training on the job. In addition, no recorded documents concerning the training of county department personnel was developed. However, at the onset of the project, key county officials and law enforcement representatives were contacted by the staff and the project's services and goals were introduced. It should be noted that the specialized Training Committee reviewed the training schedule for staff after the initial training period. Several suggestions were made to be included in future training for staff.

2. Develop brochure for victims/witnesses to describe services available unique to the project and system functioning.

*Comment:* A four panel pamphlet was developed and made available to the public in both Spanish and English. The pamphlet described the project services, project location, address and phone number.

3. Develop a brochure that describes victim/witness services county-wide with the assistance of local law enforcement agencies and the District Attorney's Office as one common source of victim/witness information in one format.

*Comment:* Due to the problems associated with both Sacramento County Victim/Witness Projects, this outcome objective was not attained. Although a preliminary draft brochure was completed, the final format and duplication of the brochure was not completed. This decision was a joint decision by both projects.

B. Impact Area A - Process Objectives

1. Within the first year of the project, provide direct victim counseling and support services to 1,900 victims of violent crimes.

*Comment:* This objective was not attained. Data records indicate that only 747 victims of violent crimes were contacted with resulting requests for direct victim counseling and support services on a long

term and short term basis. Specifically, there were 211 violent crime cases involving elderly individuals and 536 violent crime cases involving other individuals.

2. At least 25% (500) will be direct victim counseling and support services to elderly (age 55 and older) victims of selected property crimes.

*Comment:* This objective was not attained. Data records indicate that only 325 elderly victims of selected property crimes received counseling and support services from the project.

3. Provide crisis counseling and follow-up counseling to identified victim.

*Comment:* This objective was attained. A total of 1072 long and short term services were provided and a total of 1144 individual "counseling-type" services were provided to victims of these cases. Services included in this category were: individual counseling - 814 services; crisis counseling - 214 services; family counseling - 46 services and legal counseling - 30 services. In addition, there were 749 follow-up counseling services provided to identified victims and Crime Prevention information was provided in 380 instances.

4. At least\* 300 victims will be referred to community based social agencies for support and assistance.

*Comment:* This objective was attained. A total of 348 referrals to community and public agencies were made during the project year. However, the 348 figure does not represent individual cases, but identified victims who needed multiple referrals.

5. Coordinate pertinent information and notify victims/witnesses of same, i.e. court dates, case dispositions, etc.

*Comment:* This objective was attained. As a result of the case development process, witness advocate services were not emphasized as compared to victim advocate services. However, 109 individual services regarding court information were provided to clients and related persons to the case. Furthermore, 672 client contacts were recorded concerning the status of the case and 88 contacts were recorded concerning court and criminal justice office location assistance.

6. Provide/arrange needed transportation for victims/witnesses.

*Comment:* This objective was attained. There were 197 instances where transportation services were provided to clients.

7. Provide service information and answer case specific questions.

*Comment:* This objective was attained. A sample of 115 project clients responding to an exit questionnaire indicated a generally "good"

satisfaction level regarding the projects information and assistance services.

8. Assist victims in filing claims for state compensation.

*Comment:* This objective was attained. Internal management records indicate that there were 269 instances where project staff assisted victims in completing state compensation applications. Forty-one Sacramento claims were accepted by the State Board of Control as valid applications. Four claims have received financial reimbursement, 1 claim was denied and the remaining 36 claims are pending.

9. Provide information in a bi-lingual format.

*Comment:* This objective was attained. In addition to developing a bilingual (Spanish/English) pamphlet on the project, there were 2 staff members bilingual in Spanish/English. However, in the event knowledge of another language was required, the project was capable of retaining a translator.

Indirect Services:

1. Provide follow-up services, such as contacting employers, creditors, friends, family, etc.
2. Assist victims in obtaining verification for medical benefits.

*Comment:* These objectives were attained. Services provided for both objective categories were recorded together. Two hundred and sixty-one contacts were made in behalf of the victim to notify creditors to provide financial pressure intervention and to locate child care referral assistance. A special category was created to classify the contacts that were not defined as counseling or crisis intervention services. These contacts (1882) occurred in cases that were not opened as long or short term cases. In addition, these contacts were primarily lengthy conversations between the project staff and the victim regarding the project services and its relationship to the criminal justice system.

3. Establish a referral system for needs which cannot be met by project staff and volunteers.

*Comment:* This objective was attained. A network of 64 community and public organizations were identified as referral agencies. These agencies primarily consisted of food, clothing and financial assistance agencies. In addition, counseling centers were also heavily used referral agencies.

C. Impact Area B - Outcome Objectives

1. Whereas the number of applications accepted by the State Board of Control for the fiscal year 1977 in Sacramento County was 132, the project proposes to increase the number of victim compensation claims accepted by 30% over 1977 during the first year of operation.\*\*

*Comment:* No hard conclusions can be made regarding this objective, due to the different time periods. This objective can be examined in two time frames. If the fiscal year time frames are observed, the project processed 34 of the total 146 claims accepted in Sacramento County during the 1978-1979 fiscal year. This represents only an 8% over all increase in the total number of claims accepted in 1978-1979 over 1976-1977. However, the project had only been in operation for 9 months at the conclusion of the 1978-1979 fiscal year. If this factor is taken into consideration, a 12 month time frame (irregardless of the different months) can be observed. At the conclusion of the 12 month project operation period, the project had processed 41 claims (7 claims were processed during the July 1979 through September 1979 period). If the major assumption is made that the baseline figure of 132 claims is maintained for a 12 month period, then the overall total of claims accepted during the project year could be 173. This would represent a 31% increase over 1976-1977. This result, however, is not reliable based on this single assumption. It is evident that any conclusions regarding this objective would be misleading due to the inconsistent time periods.

2. Whereas the number of victim compensation claims awarded by the State Board of Control for fiscal year 1977 in Sacramento County was 82, the project will assist victims in filing claims and increase the number of claims awarded by 30% over that of 1977 in the first year of operation.\*\*

*Comment:* No hard conclusions can be made regarding this objective. Due to the length of time required for the State Board of Control to investigate claims, only four claims processed by the project received award decisions and one claim was denied. The remaining 36 claims are pending investigation.

3. Whereas 155 of the claims accepted by the State Board of Control are eventually denied because of lack of an applicant's follow-through, the project seeks to attain a 90% follow-through in completion of these applications.

*Comment:* According to internal project management records, only one application was not successfully followed through by the project. This represents a 98% follow-through in completion of the applications processed by the project.

D. Impact Area B - Process Objectives

1. Inform law enforcement officers of the service program at roll call and staff training.

*Comment: This objective was attained. During January 1979 and February 1979 staff members presented project information to Sacramento County Deputy Sheriff and Sacramento City Police officers at roll call.*

2. Facilitate and coordinate information dissemination with the receptionist at the courthouse.
3. Coordinate information about the program and disseminate it to the courts.

*Comment: These objectives were attained. Information pamphlets were available to the public through the receptionist at the Courthouse. In addition, posters advertising the project's location and services were displayed throughout the courthouse as well as in law enforcement offices, hospitals and in the community.*

VI. CONCLUSIONS

A. Findings

The Sacramento County Probation Department's Victim/Witness Project was a one year demonstration project which was successfully implemented. At the conclusion of the twelfth month of operation, the project staff had screened 3,677 victims as possible clients and a total of 2,874 victims were contacted. As a result of the initial project-to-client contact, 408 victims requested long-term project services and 664 victims requested limited or short term services. In general, the project clients who responded to a follow-up questionnaire felt the program was useful and services such as this should continue in the future.

The major findings concerning the clients receiving services are:

- (1) Long term victim/witness clients were older, more apt to be female, considerably less likely to be married and were primarily from the financially disadvantaged segments of the community.
- (2) One could also say that most long term clients were individuals who not only were the victims of violent and select property crimes, but also tended to have few resources with which to cope with the losses and the lack of community awareness to request assistance from the appropriate agency.
- (3) The overall conclusion concerning the victimization of the elderly Sacramento County resident is that there is no significant rate of property or violent crime victimization of the elderly as compared to other Sacramento County residents.
- (4) In addition, a greater number of elderly victims receiving project services requested only short term services such as crisis intervention counseling. It appears that most elderly victims found more satisfaction in knowing where to turn in receiving actual services than asking for that service assistance.

- (5) The most frequently used project services were individual counseling, case status information, and case follow-up services.
- (6) The most frequently used referral agency categories were financial aid assistance, State Board of Control Victims of Violent Crime Fund and food/clothing assistance.
- (7) It appears that this project satisfied the intentions of AB 1434 in part. It is evident that victim services were offered and accepted by Sacramento County residents. However, due to the nature of the project case development process, witness services were not as readily used by Sacramento County residents.

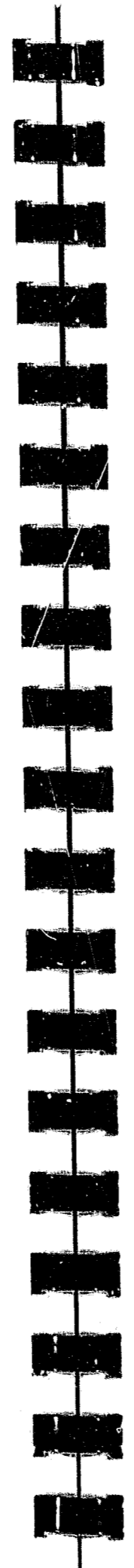
B. Recommendations

Although this was only a one year demonstration project, several recommendations can be made based on this project's performance.

- (1) More communication between the project and referral agencies is needed.
- (2) Follow-up on victim's acceptance or rejection from a referral agency is needed.
- (3) Reduction of emotional stress proved to be an important outcome service of the project. This finding suggests more emphasis should be placed on counseling and information services.
- (4) The time goal of contacting victims of violent crimes within 48 hours of the crime and victims of property crimes within 72 hours of the crime does not appear to be feasible. Due to the delay in reporting crimes and the law enforcement reporting system, these time goals may not prove to be a realistic objective.
- (5) Specific victim/witness staff skills such as counseling need to be identified. On going in-house training workshops to develop these skills should be continued throughout the project period.

- (6) More communication with local law enforcement concerning the project's activities should be maintained.
- (7) Efforts to increase public awareness of the project through newspaper and media coverage should be emphasized.



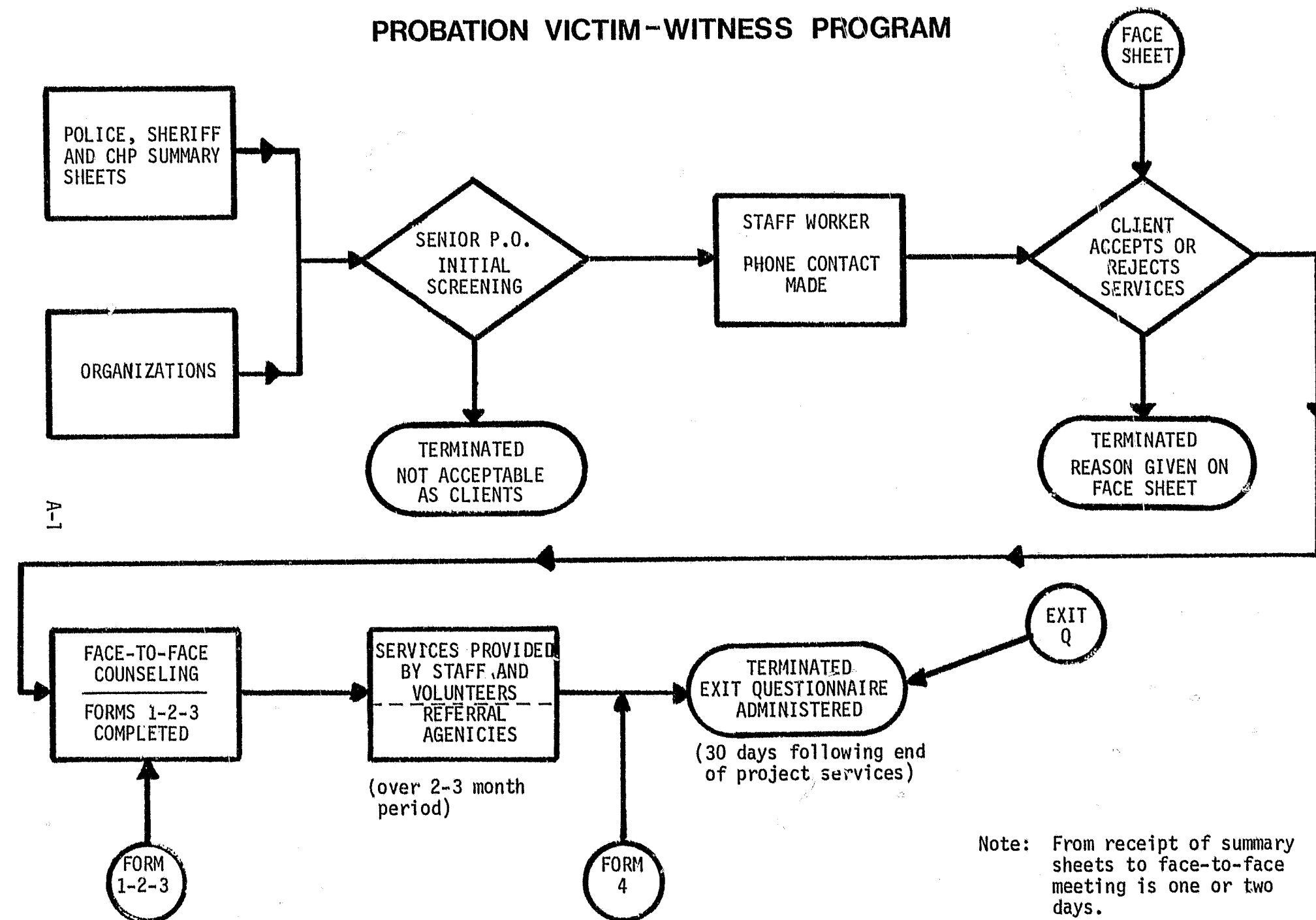


Appendix A

Flowchart Figure A-1

Case Record Forms

# PROBATION VICTIM-WITNESS PROGRAM



Note: From receipt of summary sheets to face-to-face meeting is one or two days.

# FACE SHEET PROBATION VICTIM/WITNESS

<p>NAME: _____          ADDRESS: _____          HOME PHONE: _____          DIST. PHONE: _____          DATE OF RECEIPT: _____          OFFENSE: _____</p>	<p>RECORD NUMBER <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/></p>
<p>DATE &amp; TIME RECEIVED _____</p> <p>Race _____ Sex _____ Date of Birth _____</p>	<p>DATE &amp; TIME OF CRIME: _____</p> <p>NATURE OF CRIME: _____</p> <p>POLICE DEPARTMENT: _____</p> <p>COMMENTS:</p>
<p>ASSIGNED TO CASE:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>POLICE REPORT:          Ordered: _____          Received: _____</p>
<p>Case No.: _____</p> <p>Log Date: _____</p> <p>Sent to Board: _____</p> <p>Case Closed: _____</p>	

# INTAKE RECORD PROBATION VICTIM/WITNESS

<p>1. Date of intake: ___/___/___</p> <p>2. Police report number: _____</p> <p>3. Case source:</p> <p>1. ___ Sacramento Sheriff</p> <p>2. ___ Sacramento Police</p> <p>3. ___ Highway Patrol</p> <p>4. ___ District Attorney</p> <p>5. ___ School _____</p> <p>6. ___ Hospital _____</p> <p>7. ___ Family member(s)</p> <p>8. ___ Relative(s)</p> <p>9. ___ Other _____</p> <p>4. Client is a:</p> <p>1. ___ Victim of violent crime</p> <p>2. ___ Elderly victim of property crime.</p> <p>3. ___ Witness</p> <p>4. ___ Other _____</p>	<p>RECORD NUMBER <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/></p> <p>5. Type of offense:</p> <p>1. ___ Misdemeanor</p> <p>2. ___ Felony</p> <p>6. Crime occurred in postal ZIP code zone: ___/___/___/___</p> <p>7. Victim property retained at:</p> <p>1. ___ Sheriff's Property Room</p> <p>2. ___ Sacto. P.D. Property Room</p> <p>3. ___ Other</p> <p>4. ___ No property retained</p> <p>8. Magnitude of total dollar loss:</p> <p>1. ___ None</p> <p>2. ___ Under \$10</p> <p>3. ___ \$10 to \$250</p> <p>4. ___ \$251 to \$2,000</p> <p>5. ___ \$2,001 and over</p>																																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 65%;">ARREST CHARGE</th> <th style="width: 10%;">FREQUENCY</th> <th style="width: 10%;">FIRST OFFENSE DATE</th> <th style="width: 10%;">OFFENSE TIME (0000)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">9.</td> <td>Crime against person</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">10.</td> <td>Crime against property</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">11.</td> <td>Crime against State</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">12.</td> <td>Crime against business</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">13.</td> <td>Aggravated assault</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">14.</td> <td>Drug offense</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>15. ___ No arrest made.</p>			ARREST CHARGE	FREQUENCY	FIRST OFFENSE DATE	OFFENSE TIME (0000)	9.	Crime against person				10.	Crime against property				11.	Crime against State				12.	Crime against business				13.	Aggravated assault				14.	Drug offense			
	ARREST CHARGE	FREQUENCY	FIRST OFFENSE DATE	OFFENSE TIME (0000)																																
9.	Crime against person																																			
10.	Crime against property																																			
11.	Crime against State																																			
12.	Crime against business																																			
13.	Aggravated assault																																			
14.	Drug offense																																			

DEMOGRAPHIC RECORD PROBATION V/W

2

RECORD NUMBER 

--	--	--	--

1. Date of form: \_\_\_/\_\_\_/\_\_\_

2. Police report number: \_\_\_\_\_

3. Client home address postal ZIP code: \_\_\_/\_\_\_/\_\_\_/\_\_\_/\_\_\_

4. Sex:

1. \_\_\_ Male

2. \_\_\_ Female

5. Age: \_\_\_/\_\_\_

6. Ethnic origin:

1. \_\_\_ Anglo-American

2. \_\_\_ Hispanic-American

3. \_\_\_ Black-American

4. \_\_\_ American Indian

5. \_\_\_ Asian-American

6. \_\_\_ Other \_\_\_\_\_

7. Highest school grade completed:  
(circle) 1 2 3 4 5 6 7 8  
9 10 11 12 College

8. Is client employed?

1. \_\_\_ Yes

2. \_\_\_ No

9. Yearly family income:

1. \_\_\_ \$2,000 and less

2. \_\_\_ \$2,001 to \$3,999

3. \_\_\_ \$4,000 to \$5,999

4. \_\_\_ \$6,000 to \$7,999

5. \_\_\_ \$8,000 to \$9,999

6. \_\_\_ \$10,000 to \$14,999

7. \_\_\_ \$15,000 to \$19,999

8. \_\_\_ \$20,000 and more

9. \_\_\_ Unknown

10. Marital status:

1. \_\_\_ Never married

2. \_\_\_ Married

3. \_\_\_ Widower/Widow

4. \_\_\_ Divorced/Legally separated

11. Number of family members: \_\_\_/\_\_\_

12. At time of offense, living:

1. \_\_\_ alone in single residence

2. \_\_\_ alone in multiple housing unit

3. \_\_\_ with others in single residence

4. \_\_\_ with others in multiple housing unit

A-4

DEMOGRAPHIC RECORD PROBATION V/W

3

RECORD NUMBER 

--	--	--	--

13. Relationship of victim/witness to offender:

1. \_\_\_ Spouse (including common law)

2. \_\_\_ Child

3. \_\_\_ Parent

4. \_\_\_ Other family

5. \_\_\_ Ex-spouse

6. \_\_\_ Cohabiting

7. \_\_\_ Girl or boyfriend

8. \_\_\_ Acquaintance

9. \_\_\_ Neighbor

10. \_\_\_ Employer or employee

11. \_\_\_ Stranger

12. \_\_\_ Other \_\_\_\_\_

14. Dollar value of client property stolen, damaged, or destroyed:

1. \_\_\_ None

2. \_\_\_ Under \$10

3. \_\_\_ \$10 to \$250

4. \_\_\_ \$251 to \$2,000

5. \_\_\_ Over \$2,001

15. As a result of the offense, the victim/witness:

1. \_\_\_ was unhurt

2. \_\_\_ received minor injuries

3. \_\_\_ was treated and released

4. \_\_\_ was hospitalized

16. Was victim/witness threatened or intimidated?

1. \_\_\_ Yes

2. \_\_\_ No (skip question 17)

17. Victim/Witness threatened with:

1. \_\_\_ verbal or physical force

2. \_\_\_ display of weapon

18. Victim/Witness county of residence at time of offense:  
\_\_\_\_\_

19. Victim/Witness experienced past involvement in the court system as:

1. \_\_\_ victim of violent crime

2. \_\_\_ elderly victim of property crime

3. \_\_\_ witness

4. \_\_\_ no involvement

A-5

# CASE SERVICE RECORD PROBATION V/W

	Date	Service Code*	Vlntrs Used		Service Type	
			Yes	No	Hard	Soft
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						

RECORD NUMBER 

--	--	--	--

- \*SERVICE CODES
1. Individual counseling
  2. Crisis intervention
  3. Family counseling
  4. Financial pressure intervention
  5. Referral to crisis assistance
  6. SBC form assistance
  7. Victim information provided to court
  8. Transportation arranged
  9. Legal counseling
  10. Property release assistance
  11. Location assistance
  12. Case status information
  13. Crime prevention information
  14. Child care services info.
  15. Other \_\_\_\_\_

REFERRAL AGENCIES UTILIZED

	Date	Agency Used	Status	
			Accepted	Rejected
13.				
14.				
15.				
16.				

17. Printed materials given client:
1. \_\_\_ Probation Victim/Witness brochure
  2. \_\_\_ County-wide Victim/Witness brochure
  3. \_\_\_ State Board of Control applications
18. Victim/Witness notified of final case disposition?
1. \_\_\_ Yes
  2. \_\_\_ No

STATE BOARD OF CONTROL - VICTIM OF VIOLENT CRIME

	Form	Submitted by Client	Submitted by Program
19.	Application		
20.	Questionnaire		

Appendix B

Description of Project Services

Case Service Definitions

1) Individual Counseling

This service was used to provide information assistance to the client and to answer any questions regarding the procedures involved with the case, or problems that the client might encounter.

2) Crisis Intervention

This category of counseling assistance involved only the client (and/or client's family) and staff counselor, and was specifically directed toward: 1. helping the client evaluate his/her present situation; and, 2. helping the client overcome or diminish the initial trauma associated with the crime.

3) Family Counseling

In many cases, the family of the client is in greater need of information than the client, especially in cases of homicide and long term hospitalization of the client. Information was provided concerning the circumstances surrounding the case, and the services available to the client or client's family if needed.

4) Financial Pressure Intervention

Assistance was provided to clients who suffered financial problems as a result of the crime. This included direct contact with hospitals and/or emergency services, employers and, if necessary, creditors. These contacts were made to forestall potential problems that a client may experience.

5) Referral to Crisis Assistance

Client referrals to other community agencies by the project occurred in many cases where the client needed emergency food, clothing, rent monies or repair services for property damages. In these cases, the project staff made either a direct referral or accompanied the client to the appropriate resource for immediate assistance.

6) SBC Form Assistance

After the client's immediate needs were assessed and services rendered, assistance was given to the client (when appropriate) to apply for state compensation for victims of violent crimes. In cases of homicide, this service was provided to the victim's family.

7) Victim Information Provided to Court

Due to the project's direct contact with the client, victim impact reports were provided to the courts and other law enforcement representatives upon request. These reports described the defendant's crime upon the victim, his/her family and the resulting life-style.

8) Transportation Assistance

This service was provided to those individuals who did not have transportation and required assistance to and from the courthouse or other agencies.

9) Legal Counseling

Based on the needs of the client, the staff recommended appropriate professional legal sources the client could contact.

10) Property Release Assistance

This service provided assistance to clients in locating, and securing the release of their property which had been held as evidence as a result of the crime.

11) Location Assistance

In cases where the client was unfamiliar with the location of the courthouse, the district attorney's office, the probation or the public defender's office, the project provided sufficient direction and location information.

12) Case Status Information

This information was provided at the request of law enforcement representatives, social workers and the client or client's family. It primarily provided information concerning the current status of the case.

13) Crime Prevention Information

Clients that had been victims of burglary or related property crime often requested home security information. Information was provided by the staff counselor regarding crime prevention which included referrals to other agencies or organizations for more in depth assistance.

14) Child Care Services

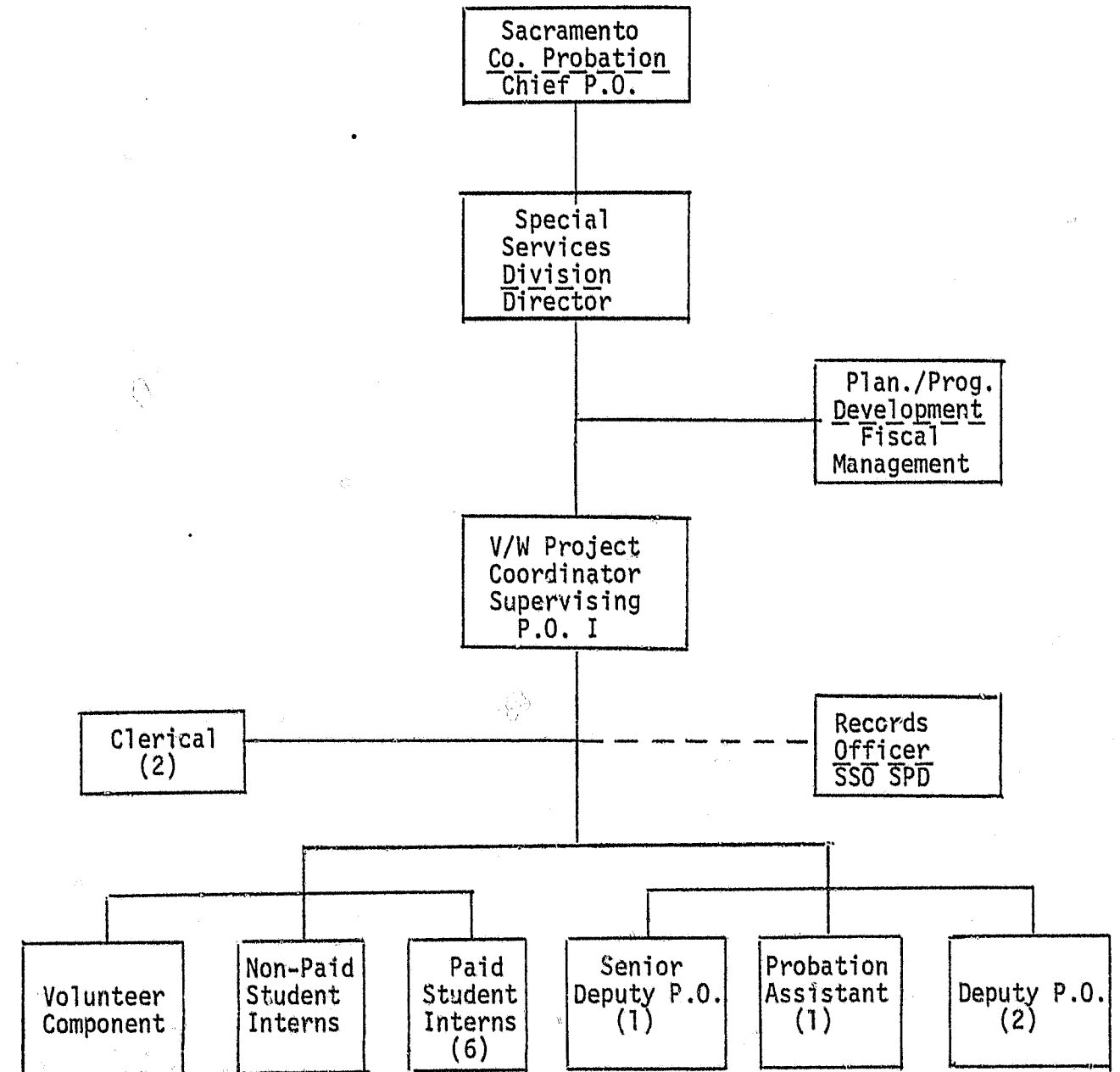
In the event the case went to trial or extensive family stress was a result of the crime, information or direct referral of clients with families was made in locating child care for all or part of the case duration.

Appendix C

Project Organization Chart Figure C-1  
Staff Training Schedule



Figure C-1  
Project Organization Chart



STAFF TRAINING SCHEDULE

SEPTEMBER 28, 1978 - THURSDAY

8:00 AM to 5:00 PM

ROOM 401 OF COURTHOUSE - 720 9th STREET

PROJECT PROCESS - MEETING OF ALL VICTIM/WITNESS CENTER STAFF

DISCUSSION OF ROLES, RESPONSIBILITIES, POLICIES AND PROCEDURES

---

SEPTEMBER 29, 1978 - FRIDAY

8:30 AM TO NOON

CONFERENCE ROOM, SUITE 300, 800 H STREET - REGION D CRIMINAL JUSTICE PLANNING

RICHARD A. GODEGAST, ASSISTANT EXECUTIVE SECRETARY, STATE BOARD OF CONTROL:

HISTORY OF LEGISLATION PROVIDING INDEMNIFICATION TO VICTIMS OF VIOLENT CRIME;  
ELIGIBILITY FOR COMPENSATION AND BOARDS PROCESS FOR CONSIDERATION; PRACTICUM  
ON FORMS, PROCEDURES AND POLICIES.

1:00 PM TO 5:00 PM

SAME LOCATION AS MORNING SESSION

PROJECT PROCESS - CONTINUATION OF DISCUSSION OF ROLES, RESPONSIBILITIES

POLICIES' AND PROCEDURES OF VICTIM/WITNESS CENTER STAFF AND PROGRAM

---

NOTES

OCTOBER 5, 6, 19, 20, 1978 - THURSDAY/FRIDAY THURSDAY/FRIDAY

8:00 AM TO 5:00 PM EACH DAY

SACRAMENTO TRAINING, 570 BERECUT DRIVE, SUITE A

FRANK WHITE, M.A., LICENSED MARRIAGE, FAMILY & CHILD COUNSELOR: SUPERVISING P.O.

CRISIS INTERVENTION: DEFINITIONS OF CRISIS AND MENTAL HEALTH; GOALS AND OBJECTIVES IN CRISIS SITUATIONS, NONJUDGMENTAL VS. JUDGMENTAL APPROACH; CONFIDENTIALITY, ANXIETY AND CONSEQUENCES; SKILLS IN RECOGNITION OF CRISIS SITUATIONS

---

OCTOBER 16, 17, 1978 MONDAY AND TUESDAY

8:00 AM TO 5:00 PM EACH DAY

SACRAMENTO TRAINING CENTER, 570 BERECUT DRIVE, SUITE C

DON SLIVKA, M.P.A., SUPERVISING PROBATION OFFICER

COMMUNITY RESOURCES: OVERVIEW OF RESOURCES AVAILABLE IN THE COMMUNITY; APPROPRIATE REFERRAL PROCESS, FOLLOW-UP AND EVALUATION; SPECIAL EMPHASIS ON RESOURCES FOR THE ELDERLY.

---

OCTOBER 18, 1978 WEDNESDAY

9:00 AM TO 4:30 PM

SACRAMENTO TRAINING CENTER, 570 BERECUT DRIVE, SUITE C

DAVE MANDEL, SPECIAL CONSULTANT ON VICTIM PROGRAMS:

VICTIM/WITNESS WORKSHOP: PROJECT PROCESS, VICTIM NEEDS, SERVICES PROVIDED; UTILIZATION OF VICTIM COMPENSATION FUND AND EFFECTIVE USE OF VOLUNTEERS AND STUDENT AIDES IN PROGRAM GOALS AND OBJECTIVES.

OCTOBER 16 THROUGH DECEMBER 4, 1978 MONDAYS ONLY (EIGHT CONSECUTIVE WEEKS)

6:20 PM TO 9:30 PM (TOTAL OF 24 HOURS)

SACRAMENTO TRAINING CENTER, 570 BERECUT DRIVE, SUITE A

JUDITH EMBREE, CALIFORNIA YOUTH AUTHORITY

VOLUNTEERS IN CORRECTIONS: FIRST SIX SESSIONS: ROLE AND RESPONSIBILITIES OF VOLUNTEERS AND STUDENT INTERNS IN CORRECTIONS; OVERVIEW OF THE CRIMINAL JUSTICE SYSTEM: ATTITUDES, PROBLEM AREAS, CRISIS SITUATIONS, COMMUNICATION

LAST TWO SESSIONS: SETTING WORK OBJECTIVES, TEAM EFFORT, SUPERVISION AND EVALUATION OF VOLUNTEER AND STUDENT INTERNS WORK.

---

NOTES

**Rights**  
**Victims of Violent Crimes**

ANY PERSON who sustains physical injury or death as a direct result of a crime of violence;

OR ANYONE legally dependent for his support upon a person who sustains physical injury or death as a direct result of a crime of violence;

OR ANY PERSON who legally assumes the obligation or voluntarily pays the medical or burial expenses incurred as a direct result of a crime of violence;

SHALL BE ENTITLED to Pecuniary Loss (the amount of medical or medical-related expenses and loss of income or support incurred or will incur as a direct result of an injury or death) if the loss is more than one hundred dollars (\$100.00) and is not redeemable from any other source.

SUCH VICTIM may file a State of California Victim of Violent Crime Application for assistance with the State Board of Control if the crime was committed in California or if the person whose injury or death occurred while he was injured or killed while temporarily outside the state.

SAID APPLICATION shall contain a description of the date, nature and circumstances of the crime or public offense which must fall under Section 15 of the Penal Code; and shall also contain a financial statement including the cost of medical expenses, burial and/or income loss and the extent of any disability from the injury.

THE BOARD OF CONTROL shall hold a hearing on the victim's application.

AUTHORIZED CASH PAYMENT for medical expense loss shall not exceed ten thousand dollars (\$10,000); authorized cash payment for loss of wages shall not exceed ten thousand dollars (\$10,000); and authorized cash payment for job retraining shall not exceed three thousand dollars (\$3,000).

ATTORNEY'S FEES shall not exceed five hundred dollars (\$500), nor shall any attorney charge more than the amount awarded under these proceedings for services rendered.

Further information may be found in the California Government Code, Sec. 13959-13974 inclusive.

Appendix D

Client Exit Questionnaire

INSTRUCTIONS FOR THE V/W EXIT QUESTIONNAIRE

The purpose of the Victim-Witness Exit Questionnaire is to determine the effectiveness of the program services provided to V/W clients. The questionnaire is composed of 18 questions and will attempt to assess the client's attitudes/opinions regarding the overall V/W program, specific program services, V/W staff performances and their impressions of the criminal justice system.

The questionnaire measuring system is set up as a 1 to 5 semantic differential rating scale. Each question has an individual scale with opposite pairs of adjectives at either end (example: Good:   :  :  :  :  : Bad or

Bad:   :  :  :  :  : Good). The closer a rating is to 1 (or is 1) the

better the client's opinion regarding that particular question. The closer the rating is to 5 (or is 5) the worse the client's opinion regarding that question. The number 3 indicates a neutral opinion position by the client.

Notice that the numbering direction on the scales (either 1 to 5 or 5 to 1) is dependent upon which adjective appears on the left hand side of the scale or the right hand side of the scale. The direction of the numbering on the scale is arranged in such a way that the positive adjective is indicated by the lowest scale number (1) and the negative adjective is indicated by the highest scale number (5).

When you are filling out the exit questionnaire, you should make sure that you are reading the scale correctly and checking the correct space.

VICTIM/WITNESS EXIT QUESTIONNAIRE

Record Number \_\_\_\_\_

1. Which victim-witness program provided service for you?

District Attorney \_\_\_\_\_  
 Probation Office \_\_\_\_\_

2. How would you describe how well your case was treated in terms of the time length involved with the completion of the case and the thoroughness exhibited by the criminal justice system?

Bad:    :   :   :   :   : Good  
 5 4 3 2 1

3. Do you feel the victim/witness program improved the speed and thoroughness of the criminal justice system?

Great:    :   :   :   :   : Very  
 Deal 1 2 3 4 5 Little

4. To what extent did the V/W program reduce your emotional stress of being a victim or witness?

Great:    :   :   :   :   : Very  
 Deal 1 2 3 4 5 Little

5. How would you describe the personal attention, involvement and understanding of the criminal justice system?

Bad:    :   :   :   :   : Good  
 5 4 3 2 1

6. Do you feel the V/W program improved the personal attention, involvement and understanding of the criminal justice system?

Very:    :   :   :   :   : Great  
 Little 5 4 3 2 1 Deal

7. How would you rate the ability of the V/W program to provide the service you needed?

Good:    :   :   :   :   : Bad  
 1 2 3 4 5

8. How well did the V/W program coordinate available services for you?

Very:    :   :   :   :   : Poor  
 Well 1 2 3 4 5

9. How important was the service information provided by the V/W project?

Very:    :   :   :   :   : Very  
 Important 1 2 3 4 5 Un-im-  
 portan

10. To what extent was the V/W program able to provide answers to your case questions?

Bad:    :   :   :   :   : Good  
 5 4 3 2 1

11. How would you rate the performance of the project staff you had contact with?

Good:    :   :   :   :   : Bad  
 1 2 3 4 5

12. How important was the V/W program to you?

Very:    :   :   :   :   : Very  
 Important 1 2 3 4 5 Un-im-  
 portant

13. How helpful were the V/W program printed materials?

Very:    :   :   :   :   : Very U-  
 helpful 1 2 3 4 5 helpfu

14. Did you receive a letter notifying you of the case disposition?

Yes     If "yes", ask question 15  
 No     If "no", go to question 16

15. How important was this project service?

Very:    :   :   :   :   : Very Un-  
 Important 1 2 3 4 5 important

16. Did you receive referrals to other service agencies from the V/W program?

Yes     If "yes", ask question 17  
 No     If "no", go to question 18

17. How would you rate the general effectiveness of the referral agency (agencies)?

Very:    :   :   :   :   : Very  
 Un- 5 4 3 2 1 effective  
 effective

18. How would you describe the location of the V/W program office?

Good:    :   :   :   :   : Bad  
 1 2 3 4 5

**CONTINUED**

**1 OF 2**





# COUNTY OF SACRAMENTO

REC'D JAN 28 1980

## PROBATION DEPARTMENT

ROBERT E. KELDGORD  
CHIEF PROBATION OFFICER

SYDNEY PRYOR  
ASSISTANT CHIEF PROBATION OFFICER

9601 KIEFER BOULEVARD • SACRAMENTO, CALIFORNIA 95827 • TELEPHONE (916) 363-3161

January 23, 1980

Karen L. Rosa, Director  
Region D Criminal Justice Planning  
P.O. Box 808  
Sacramento, California 95804

Dear Mrs. Rosa:

This letter is to acknowledge receipt of the First Year Evaluation Report, Preliminary Draft, for the Victim/Witness Project.

The report has been reviewed by staff and appears to reflect accomplishments of the Project during its first year operation. In view of the Project's accomplishments and the Preliminary Evaluation Report, it is unfortunate the Project was terminated at the end of the first year as the Project was proving itself to be a vital component of the Criminal Justice System. It is believed that the experience achieved during the Project's first year operation would have provided the foundation necessary for staff to achieve long range objectives such as the development of an instructional handbook for victim/witness advocate skills and responsibilities, impact the way the criminal justice process deals with the victims and improve community services to victims of criminal activities.

While we regret the decision of Region D to not fund the Probation Department's Victim/Witness Program beyond first year, we do appreciate having had the opportunity to provide a needed service to victims of Sacramento County and to develop a format for the delivery of victim's services that can be drawn upon by other counties of Region D that may want to become involved in the delivery of services to victims in their jurisdiction.

Please extend my thanks to your staff for their cooperation and assistance during the project period.

Cordially,

Robert E. Keldgord  
Chief Probation Officer

REK:nc

**END**