

Vermont Center for Crime Victim Services
Performance Measures
2/12/15

Victims Compensation Program

The Center uses a Victim Satisfaction Form to determine a crime victim's satisfaction with the services s/he received from the program. It also allows them to make comments and suggestions which the staff finds useful. The program averages 500 claims a year and every victim is sent a survey. The return rate averages between 12-15%. In 2014 we changed some of the questions in an attempt to get more detailed information. Overall, the feedback is quite positive. A compilation of results is attached.

Victim Assistance Program

Victim Advocates send out a Victim Satisfaction Form after sentencing to the crime victims they work with. Those surveys get returned to the Center which we compile into a database. It asks the victim whether they received the services they are entitled to under the statute, to rate their overall level of satisfaction with the program and to make comments or suggestions for improvement. We are not able to track how many forms are sent out by the Victim Advocates so we cannot determine a response rate. The Center does respond to surveys when the victim has given us their name and phone number and were dissatisfied with services and outcomes. We also follow up with the individual Victim Advocate to assess what happened and why. We also make sure the Advocates receive the positive feedback. A compilation of results is attached.

Restitution Unit

We have determined that the Unit's collection rate is the most important outcome to track since the vast majority of individual victims receive their restitution from the Fund and are made whole while businesses and restitution orders over \$10,000 have to wait until the offender pays. The Unit reviews these numbers monthly and are constantly looking for new strategies to improve collection. Our collection rates continue to inch up though the biggest factor is the more time we have to collect on a debt, the higher the collection rate. Now that we have 10 years under our belt, it looks like we are able to collect about 50% of the restitution owed by offenders, so having the restitution fund is really important for those crime victims where the defendant has no ability to pay. The handout with a breakdown of collection rates by fiscal year is in a separate attachment.

Grants

The Center has been working with our sub-grantees to increase the number of victims served from under-served populations. The groups we have identified are people with disabilities, the elderly and minorities. We have provided numerous trainings on effective outreach to these populations and strategies for assessing and improving a program's cultural competency. We also provide the Language Line service to all our sub-grantees. The numbers are down in FY 14 which may or may not reflect reality. We do know the Network is using a new data collection software program and is still refining the reports which extract the aggregate data. We also know that the data reported by the State's Attorney's Victim Advocates was significantly under-reported last year. They have to manually track the number and type of victims served and they tell us they are too busy to consistently do this.

Under-served Population	FY 11	FY 12	FY 13	FY 14
People with disabilities	1,239	1,566	1,882	826
Elderly	255	341	322	293
Minorities	669	726	760	598
Total	2,163	2,633	2,964	1,717

We have also worked with the VT Network Against Domestic and Sexual Violence to develop outcome measures for these programs since a significant amount of the state and federal funding we administered is awarded to these programs. Victims of domestic and sexual violence who receive shelter services, advocacy services or participate in support groups are asked three questions.

As a result of the services you received:

- 1) Do you know more about planning for your safety?
- 2) Do you know more about resources available to you in your community?
- 3) Do you know more about your rights and options?

The 14 programs of the VT Network surveyed a total of 4,225 survivors in FY 14. Averaged across the three questions, 3,751 survivors or 89% responded in the affirmative. Research has shown that increasing survivors' knowledge of safety planning and community resources leads to their increased safety and well-being over time.

Outcome	Total Asked	Responding "Yes"	Percentage
Safety	4,225	3,654	86%
Resources		3,827	91%
Rights & Options		3,772	89%
Average		3751	89%

Vermont Center for Crime Victim Services
Victim Satisfaction Survey – Victims Compensation Program

of Responses =

2011	2012	2013	2014
52	79	60	59

The survey was adapted in 2013 so the responses do not entirely match from previous years.

Respondents stated that they:	2014
Did not know about the Victims Compensation Program before becoming a victim of crime.	84%
Received assistance in filling out the Compensation Application and the majority got the help from the State's Attorney's Victim Advocates.	46%
Heard back about their application within days.	43%
Heard back about their application within weeks.	51%
Received information about the Restitution process.	82%
Satisfied or very satisfied with the services they received through the Victims Compensation Program.	94%

Question:	2011	2012	2013	2014
The application was easy to understand, and the person did not need help filling it out.	80% agreed	84% agreed	80% agreed	N/A
The victim received written notification about their application within a reasonable amount of time.	92% agreed	91% agreed	97% agreed	99% agreed
Victims reported that the Compensation Program staff was able to answer their phone calls and questions.	89% agreed	97% agreed	91% agreed	86% agreed
Victims reported that staff responded to their request for assistance.	85% agreed	97% agreed	92% agreed	89% agreed
Victims rated the quality of the services as excellent or good.	85% agreed	96% agreed	95% agreed	92% agreed
Victims rated staff attitude as excellent or good.	87% agreed	98% agreed	95% agreed	94% agreed
The Compensation Program provided the help that was needed.	92% agreed	96% agreed	96% agreed	N/A

Victim Compensation Program

Victim Quotes/Comments:

- Thank you so much for your help, compassion and concern.
- Hopefully this will never happen to me again, once in a lifetime is enough, for what services I received I am grateful and felt protected in all aspects.
- All services were helpful, it was relieving to know I had options with an "after plan", and that although most angles of my life were a mess, I was very thankful for the financial help.
- All the services were helpful. Great support. Thank you for all your help.
- The fact that there is a service at all for people who have been a crime victim is awesome. When you can never fully be compensated, something is better than nothing! Thank you.
- Keep up the great job helping victims.
- It was disappointing that I could only be compensated for the cost of materials and not my labor. I knew how to repair my door (I am self employed as a stain glass artist) and I did the repair myself because the burglary occurred on a Friday evening and I needed to repair it over the weekend.
- I'm grateful that I was notified of the status of the case.
- We were very lost but everyone was very helpful. Thank you.

**Vermont Center for Crime Victim Services
Victim Assistance Program Satisfaction Survey
2011 to 2014 Comparative Analysis**

Number of Responses Statewide

2011	2012	2013	2014
108	146	181	128

Did the victim receive information about their rights from a Law Enforcement Officer?

Year	Victim Received info from Law Enforcement
2011	55% Yes
2012	62% Yes
2013	56% Yes
2014	62% Yes

Question:	2011	2012	2013	2014
Was it important to you to have been kept informed of the status of the court case?	100% Yes	98% Yes	96% Yes	100% Yes
Did you receive notice in advance of the court dates?	93% Yes	94% Yes	91% Yes	92% Yes
Did your advocate provide you with information on the court process?	96% Yes	89% Yes	89% Yes	89% Yes
Were you able to understand the information provided?	96% Yes	95% Yes	94% Yes	95% Yes
Was your advocate supportive and respectful?	94% Yes	91% Yes	92% Yes	95% Yes
Did you receive referral information that you needed?	72% Yes	77% Yes	77% Yes	72% Yes
Did you receive information about the Victim's Compensation Program and/or the Restitution Unit?	82% Yes	86% Yes	83% Yes	81% Yes
Were you told about your right to complete a Victim Impact Statement?	91% Yes	83% Yes	87% Yes	87% Yes
Overall, how satisfied were you with the assistance provided to you by your victim advocate?	95% Satisfied	93% Satisfied	91% Satisfied	90% Satisfied

Comments from Victims about the Victims Assistance Program:

- We want to take this opportunity to tell you how much we appreciate you. You have helped us get through a very heartbreaking and very frustrating situation. You have never made us feel we were bothering you with our endless questions. Even though it is your job to be a victim advocate, you have always gone the extra mile for us with patience and understanding. We are blessed to know you, and we will never forget you.
- Our victim advocate was extremely helpful in advising us what to expect in this process and how to interpret what was happening. She kept us informed throughout the process and was readily available to answer questions. She returned phone calls quickly and was an excellent guide throughout the process.
- The victim advocate was very nice and if it wasn't for her support, I don't think I could have gotten through everything. She is an angel and she is very special to me. She is wonderful. She goes above and beyond - I couldn't ask for more.
- My husband and I would like to thank you for all the help and guidance you provided in the last 14 months. Without you to guide us through the judicial process, we would have been at a complete loss, frustrated and angry. Despite the outcome of the trial, we wish to extend our deepest appreciation. The Attorney General's Office has a valuable asset in you as their Victim Advocate, and for that we are grateful.
- We are very pleased with the services provided by the Victim Assistance Program. It made it very easy to navigate through this process.
- The victim advocate was very helpful and supportive during a difficulty time. She always responded promptly to my calls/emails; she is very knowledgeable. I really appreciated her service and professionalism.
- Thank you for your continued communication throughout this process. It offers some comfort and resolution to know that the defendant will get help that I believe he needs.
- The only info from law enforcement was to press charges, that and when the person was arrested. I feel my victim advocate helped me enormously and feel it would be a big loss for every victim if she weren't involved in this process. She is where she should be! Thank you very much.
- Addison County is very fortunate to have their victim advocate and SA. Top notch professionals/as good as it gets for victims. My family has dealt with the victim advocate in other cases and this lady is very good and professional at her job. Thank you from the bottom of my heart for everything.