

Vermont Center for Crime Victim Services
Performance Measures
January 2017

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 approximately 12%, however in 2016, the return rate was only 6%. 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 most individual victims receive some if not all of their restitution from the Fund, while businesses and restitution orders over \$5,000 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. The Unit has been operational for 12 years, and we are able to collect about 35% 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 included in this document.

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. In FY 15, we added persons served from the LGBTQ community. In FY 16, we have added people who are homeless. We do provide the Language Line service to all our sub-grantees. It has been our experience that numbers do increase when we can engage in targeted outreach and education strategies with under-served populations. Of the 14,707 victims served under the VOCA grant in FY 16, the following was indicated for underserved populations.

Under-served Population	FY 13	FY 14	FY 15	FY16
People with disabilities	1,882	826	829	1200
Elderly	322	293	311	992
Minorities	760	598	643	1644
LGBTQ			95	340
Sub Total	2,964	1,717	1,878	4,176
Homeless				1,272
TOTAL				5,448

This past year the Department of Justice, Office on Victims of Crime instituted more exhaustive programmatic reporting forms to track numbers of victims served for the VOCA grant programs. In the fall of 2015 and into the winter of 2016 the Center underwent a vigorous strategic planning process to determine the best use of the increase in VOCA funding. The cost of implementing the recommendations from the information generated from focus groups and survey, far exceeded the increase in the VOCA funding. That said, the Center has also increased the number of statewide victim service organizations (from 24 to 42) that receive VOCA funding. New to our victim service constellation this past year includes the following:

- The creation of a Legal Services Network for Crime Victims (VT Law Line, Legal Aid, VT Network Against DV/SV, South Royalton Legal Clinic, Disability Rights, Have Justice Will Travel and VT Bar Association)
- A Director of Victim Services at the Vermont State Police
- A Human Trafficking Case Manager, to serve the entire state, co-housed at the South Burlington Rutland Police Departments.
- System improvement responding to elder abuse
- Child Abuse Prevention, Funding for Child Advocacy Centers, and Special Investigative Units
- Funding to allow for a full-time Clinical Coordinator who can recruit and train additional pediatric and adult SANEs in VT.

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 3,810 survivors in FY 15. Averaged across the three questions, 3,460 survivors or 90% 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	3,810	3,288	86%
Resources		3,607	95%
Rights & Options		3,615	95%
Average		3,503	92%

**Vermont Center for Crime Victim Services
Victims Compensation Program
Crime Victim/Survivor Satisfaction Survey – 2016
30 Responses**

Did you know about the Victims Compensation Program before you became a victim of crime?

<u>Yes</u>	<u>No</u>	
3	25	90%

Did you receive assistance filling out the Compensation Program application?

<u>Yes</u>	<u>No</u>	
13	15	54%

How long did it take for you to receive information from the program after you filed your application?

<u>Days</u>	<u>Weeks</u>	<u>Months</u>
14 47%	11 37%	5 16%

Please rate the Victims Compensation Program staff on the following factors:

- The staff answered my phone calls and questions. 83% rated: excellent/good
- The staff responded to my requests for help. 86% rated: excellent/good
- The quality of services I received. 84% rated: excellent/good
- The attitude of the staff was helpful, friendly and sympathetic. 89% rated: excellent/good

What services were most helpful to you?

- Both the reimbursement approval of a security system to help with my safety and news articles/resources for other programs such as legal assistance.
- Financial compensation
- Home security system which definitely adds to my sense of safety.
- Being able to talk to someone helpful and patient.
- I don't know how my family would have handled all the financial responsibilities that arose with this crime. The financial help was amazing. Thank you so much.
- Help paying for therapy. Without assistance I would not have been able to go.
- Compensation - lost wages, help with funeral costs. Thank you so much.

- Rent & relocation
- Overall support and comfort
- Easy telephone communication

Did you receive written notification in a timely way regardless of whether your claim was approved?

<u>Yes</u>		<u>No</u>	
25	89%	5	11%

What crime related costs were not able to be covered by the Compensation Program?

- Outstanding balance on a car loan which the insurance company deemed totaled.
- Personal property, cash, cell phone, old coins, jewelry,
- Funeral expenses were not fully covered.
- Some moving expenses – childcare while I moved.
- Food, meals & emergency shelter.
-

Were you provided information about Restitution? 77% replied yes

Overall satisfaction? 88% reported being very satisfied or satisfied

Victims Compensation Program Client Satisfaction Survey Summary Table
2005-2016

Year	#	Referral	Help Applying	Application	Suggestions	Notification of Status	Staff Rating	Outside Referral	Helped
2005	78	SA Adv. 71%	Didn't need help 48%	Easy to understand 87%	12/78 made suggestions	Yes 88%	Excellent in all categories 70% to 84%	Yes 45% No 27% N/A 27%	Yes 92%
2006	76	SA Adv. 75%	Didn't need help 37%	Easy to understand 83%	8/76 made suggestions	Yes 82%	Excellent in all categories 64% to 71%	Yes 33% No 39% N/A 28%	Yes 85%
2007	63	SA Adv. 72%	Didn't need help 38%	Easy to understand 85%	6/63 made suggestions	Yes 97%	Excellent in all categories 72% to 80%	Yes 38% No 12% N/A 50%	Yes 93%
2008	56	SA Adv 80%	Didn't need help 47%	Easy to understand 85%	20/56 made suggestions	Yes 88%	Excellent in all categories 63% to 79%	Yes 10% No 30% N/A 60%	Yes 86%
2009	52	SA Adv. 60%	Didn't need help 41%	Easy to understand 84%	6/52 made suggestions	Yes 90%	Excellent in all categories 58% to 72%	Yes 40% No 20% N/A 40%	Yes 94%
2010	52	SA Adv. 81%	Didn't need help 43%	Easy to understand 80%	3/52 made suggestions	Yes 92%	Excellent in all categories 64% to 76%	Yes 13% No 31% N/A 56%	Yes 83%
2011	52	SA Adv. 81%	Didn't need help 80%	Easy to understand 80%	N/A	Yes 92%	Excellent in all categories 87%	N/A	Yes 92%
2012	79	SA Adv. 75%	Didn't need help 84%	Easy to understand 84%	N/A	Yes 91%	Excellent in all categories 97%	N/A	Yes 96%
2013	60	SA Adv. 78%	Didn't need help 80%	Easy to understand 91%	N/A	Yes 96%	Excellent in all categories 94%	N/A	Yes 96%
2014	59	N/A	Didn't need help 54%	N/A	N/A	Yes 99%	Excellent in all categories 89%	N/A	N/A
2015	91	N/A	Didn't need help 61%	N/A	N/A	Yes 90%	Excellent in all categories 86%	N/A	N/A
2016	30	N/A	Didn't need help 54%	N/A	N/A	Yes 89%	Excellent in all categories 86%	N/A	Overall satisfaction 88%

**Vermont Center for Crime Victim Services
Victim Assistance Program Satisfaction Survey
2011 to 2016 Comparative Analysis**

Number of Responses Statewide

2011	2012	2013	2014	2015	2016
108	146	181	128	131	101

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
2015	58% Yes
2016	54% Yes

Question:	2011	2012	2013	2014	2015	2016
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	98% Yes	94% Yes
Did you receive notice in advance of the court dates?	93% Yes	94% Yes	91% Yes	92% Yes	94% Yes	87% Yes
Did your advocate provide you with information on the court process?	96% Yes	89% Yes	89% Yes	89% Yes	89% Yes	76% Yes
Were you able to understand the information provided?	96% Yes	95% Yes	94% Yes	95% Yes	94% Yes	87% Yes
Was your advocate supportive and respectful?	94% Yes	91% Yes	92% Yes	95% Yes	87% Yes	84% yes

Did you receive referral information that you needed?	72% Yes	77% Yes	77% Yes	72% Yes	72% Yes	57% Yes 26% N/A
Did you receive information about the Victim's Compensation Program and/or the Restitution Unit?	82% Yes	86% Yes	83% Yes	81% Yes	82% Yes	67% Yes
Were you told about your right to complete a Victim Impact Statement?	91% Yes	83% Yes	87% Yes	87% Yes	92% Yes	80% Yes
Overall, how satisfied were you with the assistance provided to you by your victim advocate?	95% Satisfied	93% Satisfied	91% Satisfied	90% Satisfied	93% Satisfied	87% Satisfied

Comments from Victims about the Victims Assistance Program from 2016:

- I'd like to thank the advocates for their assistance and for their dedication to the victims of Lamoille County.
- The advocate did a great job of keeping me informed throughout the whole process. I wish the process was faster. Thank you.
- Despite being in a very difficult and painful situation, our advocate was very supportive and somehow comforting. It was very helpful to have someone walk us through the process.
- We are highly unsatisfied with the State's Attorney's decision to dismiss the case.
- The advocate was excellent. Although it was a difficult journey, she supported us as much as anyone could. We are grateful for this service.
- Overall, I was informed in a timely fashion and any questions I had about certain language or processes were always answered to my full understanding.
- The advocate was very respectful and provided the appropriate amount of support. It was nice to know she was there.
- A sincere thank you to the advocate and all who helped support me throughout this process in the case. I appreciate being treated with respect and very grateful to the State's Attorney and DV detectives who helped that this violent person off the streets so that my children and I could become safe.

- The advocate was extremely helpful with this process and making sure we understood each step and the outcome.
- The advocate was fabulous! Thank you so much!
- The perpetrator appeared to accept responsibility and expressed remorse and seems to be working toward positive change. Even though he admitted guilt, due to consecutive sentences to be served, he really gets no punishment while we are suffering a continued financial loss. Our system does not work for the landlord/property owner/tax payer, sadly.
- Didn't receive notice in advance of court dates except for the initial arraignment but that's no big deal since I doubt I would have cared to attend. I did receive info about the final disposition of the case and that sufficed. Overall I am quite satisfied.
- The advocate was the best! Always kept us up to date on the case; it was much appreciated. She was very helpful and supportive on our final court day with our grandson when it came to making his statement at the time of sentencing. He was grateful to have her with him. Thank you.
- I met personally with the Asst. State's Attorney, who spent an hour going over the case with me and my testimony if needed. He was very thorough and knowledgeable regarding the case.
- Prior to the event of the break in and burglary at our home, my wife and I were unaware of the victim assistance program and we were surprised that it existed. The victim advocate who worked with us was very helpful and we are very grateful for all the assistance given to us.
- Thank you for keeping me informed and being there to talk me through things; and to everyone involved. This was definitely not an easy process for me. Thank you.
- We feel we were not kept up to date. We called the office on 5/2 as instructed in paperwork and left a message with no return call. We have months still to recover and the person who caused the crime gets probation and we do not even know anything about the probation.
- I do not feel that I was kept up on the process or that its impact on me was taken into consideration.
- The incident happened over a year ago so I don't remember all the details of what I was told. Overall, I felt the victim advocate did an excellent job of making sure I was supported.

- I would like to thank our victim advocate, for her help during this ordeal. She was helpful, informative and professional but most of all sincere understanding of our concerns. It was much easier all around because of her effort. Thank you again so very much!
- I would like to say that everyone from the state police, sheriffs, women's safe, and the victim advocate were incredibly helpful and very caring. I have never been in a situation like this before and pray I never will again. I was scared and nervous and wasn't at all sure what I needed to do. But everyone helped me along the way with each step. Very grateful and appreciative of all these individuals. Thank you.
- We called several times to see when we could get our tools back and no one ever returned our calls. Finally, I asked for someone else to help me.
- The defendant was referred to inpatient treatment, which was what I wanted. Was very helpful and issued a property release form on 3/11/16.
- We had asked for long term drug rehab & it wasn't even put on the table. I called and asked what the disposition was - no one provided me with it and I still haven't received anything. She is out there and I have no idea what the final charges were, what penalty she received - Nothing!
- I would get notice of court dates at the last minute. I also called the victim advocate and left messages, and never got called back. A week or two would pass and I would get something in the mail.
- The advocates were great people to deal with. Very conscientious, polite and understanding. Everyone in the Department were great. Communication was fantastic!!!! Thank you.
- The advocate was very helpful throughout the process. She did a great job. She kept me well informed throughout the process explaining everything and assisted in getting some compensation for my expenses which were a result of having our vehicle totaled by a collision.
- I don't completely agree that someone who commits a felony, that after paying restitution should have the criminal charges dismissed. A felony was committed and should remain on her record forever.

Center for Crime Victim Services
Restitution Unit
January 2017

	# of Orders Advanced from Restitution Fund	Amount Ordered	Collected as of 1/6/2017	% Collected
FY05-FY10	6,028	\$6,283,533	\$3,187,698	50.73%
FY11	588	\$615,550	\$187,974	30.54%
FY12	585	\$603,106	\$154,566	25.63%
FY13	702	\$695,692	\$175,172	25.18%
FY14	583	\$593,587	\$123,455	20.80%
FY15	406	\$383,574	\$69,102	18.02%
FY16	351	\$353,832	\$19,202	5.43%
Totals	9,243	\$9,528,874	\$3,917,169	41.11%

	# of Orders non-Restution Fund orders only	Amount Ordered	Collected as of 1/6/2017	% Collected
FY05-FY10	4,214	\$7,487,808	\$2,774,503	37.05%
FY11	640	\$993,381	\$402,586	40.53%
FY12	770	\$1,999,982	\$410,300	20.52%
FY13	902	\$1,347,424	\$335,373	24.89%
FY14	990	\$1,494,389	\$302,906	20.27%
FY15	813	\$573,960	\$251,730	43.86%
FY16	818	\$1,042,091	\$161,558	15.50%
Totals	8,329	\$14,939,035	\$4,638,956	31.05%
Overall totals	17,572	\$24,467,909	\$8,556,125	34.97%