

# VT Annual State Performance Report

## Victim Assistance Formula Grant Program

**Reporting Period: [Oct 1, 2017 to Sept 30, 2018]**

*This aggregated data is self-reported by the grantees and subgrantees in each state/territory.*

<b>OVC VOCA Assistance Funds</b>				
	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>
<b>Federal Award Amount</b>	\$4,249,812.00	\$4,718,903.00	\$3,976,135.00	\$6,748,807.00
<b>Total Amount of Subawards</b>	\$3,980,119.00	\$4,834,852.00	\$4,198,595.00	\$638,894.00
<b>Total Number of Subawards</b>	40	65	60	6
<b>Administrative Funds Amount</b>	\$169,992.00	\$188,756.00	\$0.00	\$0.00
<b>Training Funds Amount</b>	\$42,498.00	\$47,189.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$57,203.00	(\$351,894.00)	(\$222,460.00)	\$6,109,913.00

<b>Subgrantee Organization Type</b>				
<small>The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</small>				
<b>Type of Organization</b>	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>
<b>Government Agencies Only</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>0</b>
Corrections	0	0	0	0
Courts	0	0	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	1	2	2	0
Prosecutor	3	3	2	0
Other	2	3	1	0
<b>Nonprofit Organization Only</b>	<b>34</b>	<b>57</b>	<b>55</b>	<b>6</b>
Child Abuse Service organization (e.g., child advocacy center)	12	15	15	0
Coalition (e.g., state domestic violence or sexual assault coalition)	3	7	4	1
Domestic and Family Violence Organization	2	2	4	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	9	11	19	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	1	3	4	0

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Sexual Assault Services organization (e.g., rape crisis center)	2	2	4	0
Multiservice agency	4	11	5	2
Other	1	6	0	3
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	0	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
<b>Campus Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	0	0	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
<b>Total Number of Subawards</b>	<b>40</b>	<b>65</b>	<b>60</b>	<b>6</b>

\*This number is not unique across fiscal years as there are subgrantee organizations that are funded from multiple federal awards.

<b>Subaward Purpose</b>				
A single SAR can select multiple purposes. Numbers are not unique				
	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>

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A. Continue a VOCA-funded victim project funded in a previous year	24	49	60	6
B. Expand or enhance an existing project not funded by VOCA in the previous year	13	7	1	0
C. Start up a new victim services project	3	10	0	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	0	1	0

<b>VOCA and Match Funds</b>				
	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>
A.INFORMATION & REFERRAL	37	63	60	6
B.PERSONAL ADVOCACY/ACCOMPANIMENT	38	58	55	6
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	36	48	48	3
D.SHELTER/HOUSING SERVICES	15	21	28	2
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	30	52	52	6
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	40	65	60	6

<b>Priority and Underserved Requirements</b>				
<b>Priority Area</b>	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>
Total Amount	\$0.00	\$602,540.00	\$827,772.00	\$55,775.00
% of Total Federal Award	0.00 %	13.00 %	21.00 %	1.00 %
Total Amount	\$0.00	\$1,092,345.00	\$1,395,649.00	\$312,081.00
% of Total Federal Award	0.00 %	23.00 %	35.00 %	5.00 %
Total Amount	\$150,000.00	\$642,183.00	\$1,104,349.00	\$138,338.00
% of Total Federal Award	4.00 %	14.00 %	28.00 %	2.00 %
Total Amount	\$20,000.00	\$1,082,451.00	\$864,606.00	\$132,700.00
% of Total Federal Award	0.00 %	23.00 %	22.00 %	2.00 %

<b>Budget and Staffing</b>				
<b>Staffing Information</b>	<b>2015-VA-GX-0045</b>	<b>2016-VA-GX-0036</b>	<b>2017-VA-GX-0042</b>	<b>2018-V2-GX-0006</b>

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Total number of paid staff for all subgrantee victimization program and/or services	95528.5	343	432	22
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	81.8	117872	134263	14375
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	28.025	2276	295	3
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	20542	22329	40939	575

**AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA**

Victimization Type						
Victimization Type	Number of Subgrantees Indicating Intent to Serve This Victim Type	Number of Individuals Who Actually Received Services Based on a Presenting Victimization				
		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	47	698	815	998	952	865
Adult Sexual Assault	91	704	670	775	697	711
Adults Sexually Abused/Assaulted as Children	77	129	110	145	112	124
Arson	11	31	13	18	13	18
Bullying (Verbal, Cyber or Physical)	34	11	33	110	30	46
Burglary	9	339	366	397	394	374
Child Physical Abuse or Neglect	68	243	269	349	287	287
Child Pornography	63	22	12	39	19	23
Child Sexual Abuse/Assault	78	604	710	790	714	704
Domestic and/or Family Violence	1	3477	3502	3776	3925	3670
DUI/DWI Incidents	12	165	196	228	251	210
Elder Abuse or Neglect	46	39	60	58	209	91
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	24	8	13	19	15	13
Human Trafficking: Labor	22	2	1	3	2	2
Human Trafficking: Sex	69	25	38	59	54	44
Identity Theft/Fraud/Financial Crime	1	585	624	776	1142	781

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Kidnapping (non-custodial)	14	64	57	65	74	65
Kidnapping (custodial)	13	3	7	15	13	9
Mass Violence (Domestic/International)	7	0	0	0	0	0
Other Vehicular Victimization (e.g., Hit and Run)	11	357	358	423	449	396
Robbery	7	109	163	228	117	154
Stalking/Harassment	66	236	307	339	349	307
Survivors of Homicide Victims	28	125	125	159	169	144
Teen Dating Victimization	63	23	21	85	58	46
Terrorism (Domestic/International)	7	0	0	0	0	0
Other	8	968	511	752	1139	842

Special Classifications of Individuals					
Special Classifications of Individuals	Number of Individuals Self Reporting a Special Classification				
	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Deaf/Hard of Hearing	45	68	46	57	108
Homeless	423	359	380	443	1196
Immigrants/Refugees/Asylum Seekers	110	104	110	104	252
LGBTQ	92	83	214	176	332
Veterans	17	20	22	23	59
Victims with Disabilities: Cognitive/Physical /Mental	465	418	492	524	1255
Victims with Limited English Proficiency	112	106	114	113	248
Other	198	130	347	364	380

General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	34991	
Total number of anonymous contacts who received services during the Fiscal Year	3025	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	22228	63.52 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	3057	8.74 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	8983	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	620	2.79 %

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Asian	249	1.12 %
Black or African American	548	2.47 %
Hispanic or Latino	272	1.22 %
Native Hawaiian or Other Pacific Islander	23	0.10 %
White Non-Latino or Caucasian	13312	59.89 %
Some Other Race	90	0.40 %
Multiple Races	222	1.00 %
Not Reported	3840	17.28 %
Not Tracked	3052	13.73 %
<b>Gender Identity</b>		
Male	4687	21.09 %
Female	14287	64.27 %
Other	488	2.20 %
Not Reported	1339	6.02 %
Not Tracked	1427	6.42 %
<b>Age</b>		
Age 0- 12	2087	9.39 %
Age 13- 17	2043	9.19 %
Age 18- 24	2609	11.74 %
Age 25- 59	10892	49.00 %
Age 60 and Older	1963	8.83 %
Not Reported	2083	9.37 %
Not Tracked	551	2.48 %

<b>Direct Services</b>				
<b>Service Area</b>	<b># of Subgrantees That Provided Services in This Category</b>	<b># of Individuals/Contacts Receiving Services</b>	<b>Specific Service</b>	<b>Frequency of Service</b>
A. Information & Referral	48	13579	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	10781
			A2. Information about victim rights, how to obtain notifications, etc.	6020
			A3. Referral to other victim service programs	4016

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	5381
B. Personal Advocacy/ Accompaniment	39	4838	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	169
			B2. Victim advocacy/accompaniment to medical forensic exam	98
			B3. Law enforcement interview advocacy/accompaniment	661
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	10631
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	99
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	12
			B7. Intervention with employer, creditor, landlord, or academic institution	150
			B8. Child or dependent care assistance (includes coordination of services)	1009
			B9. Transportation assistance (includes coordination of services)	817
			B10. Interpreter services	183
C. Emotional Support or Safety Services	38	9324	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	4557
			C2. Hotline/crisis line counseling	10808
			C3. On-scene crisis response (e.g., community crisis response)	142
			C4. Individual counseling	17119
			C5. Support groups (facilitated or peer)	968
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	183
			C7. Emergency financial assistance	630
D. Shelter/ Housing Services	19	1070	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	27421
			D2. Transitional housing	11906

			D3. Relocation assistance (includes assistance with obtaining housing)	99
E. Criminal/ Civil Justice System Assistance	37	6677	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	19787
			E2. Victim impact statement assistance	1885
			E3. Assistance with restitution	998
			E4. Civil legal assistance in obtaining protection or restraining order	1902
			E5. Civil legal assistance with family law issues	911
			E6. Other emergency justice-related assistance	1245
			E7. Immigration assistance	60
			E8. Prosecution interview advocacy/accompaniment	1124
			E9. Law enforcement interview advocacy/accompaniment	321
			E10. Criminal advocacy/accompaniment	2691
E11. Other legal advice and/or counsel	2188			

### ANNUAL QUESTIONS

#### Subgrantee Annually Reported Outcomes

Question/Option	Count	Percent
Number of requests for services that were unmet because of organizational capacity issues.	0	
Number of requests for services that were unmet because of organizational capacity issues.	391	
Yes	0	
Yes	31	
No	0	
No	21	
Number of surveys distributed (includes, but not limited to, those distributed by hand, mail or electronic methods)	0	
Number of surveys distributed (includes, but not limited to, those distributed by hand, mail or electronic methods)	2278	
Number of surveys completed.	0	
Number of surveys completed.	1919	

#### Grantee Annually Reported Questions

Question/Option	Count
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<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	0
Yes	1
No	0
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	0
Yes	1
No	0
No	0
Number of requests received for education activities during the reporting period.	0
Number of requests received for education activities during the reporting period.	25
Number of people trained or attending education events during the reporting period.	0
Number of people trained or attending education events during the reporting period.	425
Number of events conducted during the reporting period.	0
Number of events conducted during the reporting period.	12
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	0
Yes	1
No	0
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	
<ul style="list-style-type: none"> <li>• Planning: BARJ (Balanced and Restorative Justice) &amp; VCDAP meeting October 4 in Royalton VT – Voice &amp; Choice for Victims Demonstration Project</li> </ul>	
<b>Describe any planning or training events held during the reporting period.</b>	
<ul style="list-style-type: none"> <li>• Mini-training on the use of Language Line telephonic interpretation for Child Advocacy Centers – November 8, 2017 • Meetings with Anne Smith – VT Network – coordination of training events • Human Trafficking Task Force Training and Outreach Committee meeting – December 1, 2017; January 26, 2018; April 2, 2018; July 9, 2018; August 29, 2018; September 13, 2018 • Coordination &amp; Planning meeting for VT CVRW Annual Ceremony • Attendance at the VT Restorative Justice Consortium Meetings • Monthly Advisory Meetings for AmeriCorps planning grant • Staff Training of Trainers bi-monthly meetings • Quarterly meeting of the DV Training sub-committee • Coordination meeting with VVAA Core Trainers • Meeting with COVE (Community of Vermont Elders) staff • Planning meetings for RU &amp; Diversion training on new MOU</li> </ul>	

**Describe any program policies changed during the reporting period.**

The Vermont Center for Crime Victim Services revised its policies and procedures around risk assessment and on-site monitoring to be compliant with the VOCA Assistance regulations.

**Describe any earned media coverage events/episodes during the reporting period.**

In September 2018, the local CBS affiliate featured the Victim Forums which were organized by the VCCVS VOCA funded Victim Assistance Coordinator. These are forums in which local stakeholders and service providers attend to listen and provide support crime survivors, including business owners and family members who are invited to speak. In April 2018, the Stowe Reporter covered the Crime Victims' Rights Week celebration in which VOCA funded victim advocates were honored. The individuals honored were; Dr. Trisha Conti, director of the Vermont State Forensic Laboratory (not VOCA funded), and Kate Brayton, VOCA funded victim service director for the Vermont State Police Major Crime Unit, have been honored by the Vermont Department of Public Safety for their work on behalf of victims of crime. Other advocates mentioned in the news were Sarah Kunz-Robinson, deputy director of the Vermont Network Against Domestic and Sexual Violence and Amy Farr, victim advocate with the Vermont Attorney General's Office.

**Describe any coordinated responses/services for assisting crime victims during the reporting period.**

All of Vermont's VOCA funded Subgrantees serve on local multi-disciplinary task forces to coordinate and improve services to victim.

**Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.**

There are perennial, insurmountable resource barriers that rural victims encounter including; the lack of safe, affordable housing, lack of transportation resources, and lack of employment opportunities. Often survivors are faced with these three barriers at once, leading to feelings of despair and anxiety. In addition, survivors often lack the resources to secure legal representation in civil matters such as custody and divorce. Without legal supports, survivors are at an extreme disadvantage, often being re-victimized through the legal process and receiving less favorable outcomes. An increased number of survivors seeking services are facing complex issues including substance misuse and significant mental health diagnoses. We are actively receiving training and working with community partners to ensure staff are equipped to effectively support survivors and make appropriate referrals

**Please describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.**

In 2018 The Vermont Center for Crime Victim services issued an RFP to create a comprehensive demonstration project to place dedicated victim services liaisons in a variety of restorative and parallel justice programs to better serve victims and those affected by crime. The development of the Voice and Choice for Victims Demonstration Project was initially funded by an AmeriCorps Planning Grant through SerVermont, that was informed and guided by and Advisory Group that met monthly for 6 months. That process crystalized our vision and commitment to empower crime victims by honoring their voice and acting upon coordinated public/private solutions in repairing the harm done to them. VCCVS received applications from nine programs and was able to fund five, with the intention of renewed, non-competitive funding for three years, pending federal funding and performance. While the Voice and Choice initiative was being launched, the Burlington Parallel Justice Program at the Burlington Community Justice Center completed a guide for other programs interested in starting their own Parallel Justice Program. This was inspired by the work of Susan Herman, the former Executive Director of the National Center for Victims of Crime. This 99-page document outlines in detail the careful planning and need for full engagement of stakeholders in both the private and public sectors to create systemic change in developing more meaningful responses throughout a wider range of government agencies, nonprofit organizations and community institutions to address the harms victims have suffered.

**Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.**

In 2018 Crime Research Group in concert with a grant provided by the Justice Research and Statistics Association (JRSA) to collected and analyzed data from both domestic assault cases and protection orders to better understand victims of domestic violence and how they are interfacing with the civil and criminal dockets. This included a review of best practices for services based on the victim category and services that best support them. This project included a review of applicants for the Victim Compensation Fund and the impact of expansion to filers of protection orders. A full report is due in December 2018. Also, during this reporting period the Center for Crime Victim Services, with the support of the VOCA grant, hired a Social Media and Communications specialist. The primary goal of the communications plan is to increase statewide awareness about the Center for Crime Victim Services, specifically, what services the Center offers, and how to access those services when they are needed. With improved access to information, crime victims in Vermont are better informed about how and where to get the materials they need in the wake of a crime.

**Please discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period**

Child Abuse: • The Vermont Child Advocacy Centers, who respond to child sexual assault crimes will received VOCA funding to implement direct victim services, enhance trainings, and build capacity necessary to attain accreditation from the National Children's Alliance, with a focus on multidisciplinary teams, cultural competency and diversity, victim support and advocacy, mental health support, and forensic interviewing. Domestic Violence: All the programs in the Vermont Network receive VOCA funding. Sexual Assault: Approximately \$150,000 of VOCA funding is supporting a full-time Clinical Coordinator who can recruit and train additional pediatric and adult SANEs to improve 24/7 availability of SANEs in Vermont medical facilities. Of the 14 VOCA funded programs of Vermont's domestic and sexual violence coalition, 12 are dual sexual/domestic violence programming, and 2 are sexual violence programs. All of Vermont's Special Investigative Units (SIUs) serve sexual assault victims, these SIUs are collocated with the Child Advocacy Centers. This past year VOCA funding supported Human Trafficking Case Managers at the Rutland City Police Department (to serve Southern Vermont) and the South Burlington Police Department (to serve Northern Vermont). Underserved Populations: Organizations that serve traditionally marginalized populations receive VOCA funding to improve delivery of Victim Services. Those organizations include Association of Africans Living in Vermont (who serve many different nations with needs to understand 40 different languages), the Deaf Victim Advocate Program at the Vermont Network Against Domestic and Sexual Violence, and Disability Rights Vermont and the Pride Center which serves LGBTQ victims who are victims of domestic and sexual violence. The Community of Vermont Elders.

**Please briefly describe efforts taken to serve Victims of Federal crime during the reporting period.**

The US Attorney's Office staffs a full-time victim advocate who assists Victims of Federal crime navigate the justice system. This individual is responsible for informing these victims of their rights under federal law, provides information about the status of the case, refers victims to other supports and services, assists with Victims Compensation applications (logistical information with respect to reimbursement of crime related losses), accompanies victims to court, assists with victim impact statements, and assists with requests for restitution. The advocate in this office also compiles and updates resource directories for crime victims, some of these directories are for specialized services to victims with disabilities or sources for alternative therapies. VOCA funded legal service providers worked this past year in obtaining U visas for victims of domestic abuse who work with the US Attorney's Office. Language barriers and isolation have made it difficult for these victims to come forward; the efforts of Vermont's legal services and underserved populations program has given these victims a place to go for help.

**Please identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.**

Conversations around the line between a hate crime and freedom of speech have been discussed during this past year. Two cases filed in August were both described as hate-motivated crimes in police news releases to the public, but only one was charged as such. In the other case, top prosecutor Sarah George said a neighbor dispute, not racism, was the fuel behind an alleged vandalism in South Burlington despite anti-Muslim slurs being hurled at the time of the incident. Proving that hate is the motivation is difficult to prove. In 2018 the Vermont Legislature passed H.718 which established a Restorative Justice Study Committee to conduct a comprehensive examination of whether there is a role for restorative justice principles and processes in domestic and sexual violence and stalking cases. The General Assembly in Vermont has found that Restorative Justice has proven to be very helpful in reducing offender recidivism and in many cases results in positive outcomes for victims, and that victims thrive when they have options. Because the criminal justice system does not always meet victims' needs, restorative justice may provide options to improve outcomes. The legislative study committee worked on examining Restorative Justice as an alternative to incarceration of domestic and sexual violence with an understanding that the safety of victims is paramount. The committee's full report is due in December 2018.

**Please briefly outline any staffing retention issues that your victim assistance program has and why these issues may occur during the reporting period.**

None

**Please explain your state process to publicize its victim assistance funding for services to victims of crime during the reporting period.**

VOCA is used as a stable funding source for Vermont's core victim services, so not all the sub grants are competitive. VOCA funding has fluctuated quite a bit these past few years; in 2018 Vermont's federal grant was \$6,748,807 but in 2017 the amount was \$3,976,135. We are trying to support any new initiatives for least three years based on the four-year average of the VOCA grants the state has received. We are currently supporting the maximum amount of sub grants, given those parameters. If VOCA funding to Vermont decreases significantly from the \$4.9 million four-year average, we anticipate that we will need to cut funding to programs in three plus years. We are very concerned, looking down the road, given the decrease in funding to the Crime Victim's Fund due to the reduced federal fines and fees. Therefore, we feel advertising and increasing initiatives at this time would be poor planning. That said, while most of the funding is reserved in a non-competitive fashion, we did issue a competitive request for proposals for our Voice and Choice Demonstration Project to increase public/private initiatives and establish more victim service liaisons in Community Justice programs throughout Vermont. This was sent out to all Community Justice Programs in the State this fall. This was described in more detail in question 13. Additionally, Victim Assistance funding is announced via press releases from our congressional delegation.

**Please explain how your state is able to direct funding to new/underserved populations during the reporting period.**

Underserved populations supported with VOCA funding include; the Association of Africans Living in Vermont (who serve many different nations with needs to understand 40 different languages), the Deaf Victim Advocate Program at the Vermont Network Against Domestic and Sexual Violence, and Disability Rights Vermont and the Pride Center which serves LGBTQ victims who are victims of domestic and sexual violence. Each of those programs provide training and technical assistance to other victim service organizations. This past year VOCA funding was used to support families experiencing domestic violence in Vermont's most rural communities.

**Please explain how your program is able to respond to gaps in services during the reporting period.**

The state of Vermont continued to work from the VOCA strategic planning process conducted in 2016 which identified the unmet needs in Victim Services in our state. Crime Victims also have access to the state's 211 hotline which can direct them to services not funded through VOCA programming.

**Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.**

hat follows are key excerpts from the Vermont Center for Crime Victim Services report to the Vermont Legislature regarding outcome measures of its programming. The Victims Compensation Program Receives between 450 and 500 claims each year. PERFORMANCE MEASURES: 480 Claims \$513,318 disbursed Categories for 5 largest disbursements: Funeral expenses: \$85,194 Counseling: \$83,690 Sexual Assault: \$82,303 Medical: \$54,972 Wages: \$52,177 Victim Satisfaction Survey 55 returned

- Received written notification about application in reasonable amount of time: 80% agreed
- Compensation Program staff were able to answer their questions: 93% agreed
- Staff responded to their request for assistance: 89% agreed
- Rated quality of services as excellent or good: 86% agreed
- Rated staff attitude as excellent or good: 96%
- Satisfied or very satisfied with the services they received: 89% agreed

Comments from victims re: the Compensation Program:

- The most helpful part was help with funeral costs and clean-up of the property.
- The best help for was reimbursement for lost wages and installation of an alarm system.
- An online application would be great.
- The program was the easiest thing about the whole ordeal.
- The program should not be so difficult to help a victim. I feel that after going through the process of applying, it was as if I became an “emotional victim” again. It was time consuming, a lot of paperwork and hassle for a small claim.
- Although I feel satisfied, I feel the system is not fair to the victim. Even though it was a second home, our house was violated, and the person has not been punished in any way for the crime. It is horrible to think that offenders can “get away” with this type of crime with this type of crime with just a slap on the wrist – where is the justice?
- It was helpful to discuss the situation with someone – even though I still feel the offender made out in my situation and I was left behind.

The Victim Assistance Program is funded through the Center’s special fund appropriation and Federal Victims of Crime Act (VOCA) funds. Twenty-seven victim advocates working in State’s Attorneys Offices throughout the state assist victims through the criminal justice process. PERFORMANCE MEASURES: Number of victims served: 5,166 Victim Satisfaction Survey 102 returned

- Received notice in advance of court dates: 89% agreed
- Provided information on court process: 83% agreed
- Were able to understand the information provided: 87% agreed
- Received information about Victim’s Compensation: 75% agreed
- Received information on your right to complete a Victim Impact Statement: 84% agreed
- Were satisfied with the assistance provided by victim advocate: 86%

Comments from victims:

- After such a horrible traumatic experience, I was astonished at the wonderful caring from all involved in the legal process. The staff involved were phenomenal – keep up the good work.
- The Advocate was outstanding for her knowledge and understanding and keeping us informed. She always got back to us and answered our questions.
- The advocate was almost impossible to reach but I accept it because I know there are more serious cases than mine. The defendant was found incompetent and the case dropped.
- I didn’t expect to receive these services at all and I am most grateful for them.
- I was impressed and comforted by how well informed I was kept. It provided me with a sense of relief and reassurance as the victim.
- I felt the whole process was very misleading. I very clearly communicated what I wanted to happen to get through the process, but I felt that I got pushed around, “you need to do this, you don’t need to,” which caused a lot of frustration and more times of being upset about the situation.

The Restitution Unit, authorized in 2003, is funded by the Center’s Restitution Special Fund. The Unit collects restitution owed to victims by criminal offenders, enforces restitution orders, and processes claims for Special Fund advancements of up to \$5,000 to eligible victims. The Unit collects from offenders to reimburse the Fund so that victims do not have to undertake this difficult work on their own. PERFORMANCE MEASURES: 2017 Restitution orders (new orders only): 325 orders (Special Fund eligible) 689 orders (General Enforcement eligible) Restitution ordered: \$1,496,520 Restitution collected (new) \$ 123,255 Restitution collected (old) \$ 849,371 2005-2017 (still collecting) Total orders: 17,837 Restitution ordered: \$24,171,359 Restitution collected: \$ 9,231,391