



## **VICTIM SERVICES STATISTICAL REPORT SUBGRANTEE GUIDE**

PRE-SURVEY REPORTING INSTRUCTIONS,  
VICTIMIZATION, DEMOGRAPHIC, AND SERVICE GLOSSARY  
AND FREQUENTLY ASKED QUESTIONS

January 2014

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## OVERVIEW

This guide is intended to aid subgrantees of VOCA, SASP and VAWA Victim Services awards in reporting activities and client demographics to the Criminal Justice Coordinating Council (CJCC). In recent years, CJCC has moved to an online reporting system to streamline data collection and analysis. In 2013, the Statistical Analysis Center worked with the Victim Assistance Unit to improve the design of the system to be more user-friendly and visually pleasing. Changes were also made to the way in which VSSR data are collected so that CJCC now collects all victim services data on a county level. Finally, questions were added regarding agency capacity and the Crime Victim's Compensation Fund to collect more information on barriers to service and accessing victim's compensation.

Programmatic reporting is an important component to grants management. Reports help agencies to collect vital information from their clients, track program performance and enhance service delivery. Submitting the data to financial sponsors such as CJCC helps funders monitor the use of Federal funds; assess subgrantee progress; and identify areas for growth. Collecting and reporting your agency's data is not only a Federal requirement, it has also been crucial in making the case for continued and increased funding for victim assistance programs in the state of Georgia.

VOCA, SASP and VAWA Victim Services subgrantees are required to submit quarterly reports to CJCC. These reports document the number of new and existing victims served, the demographics of new victims, and the number and types of services they provided. All VOCA, SASP and VAWA Victim Services subgrantees must complete the online Victim Services Statistical Report (VSSR) each quarter per their subgrant's special conditions. These reports should ONLY contain data about CJCC-funded activities.

### Quarterly Deadlines

Each quarter, the Operations Analyst re-activates the online reporting survey. The Planning and Policy Development Specialist then generates a list of open grants and Project Directors, which the Operations Analyst uses to generate passwords and upload to the reporting system. The Planner then emails each Project Director the link to the VSSR, along with the subgrantee's user ID and password. The link to VSSRs will be activated at the beginning of the reporting period, at which time subgrantees may log in with their username and password to input data. The link will shut down on the last day of the reporting period.

Quarter	Reporting Period	Due Date
Quarter 1	October 1 - December 31	January 30
Quarter 2	January 1 - March 31	April 30
Quarter 3	April 1 - June 30	July 30
Quarter 4	July 1 - September 30	October 30

## TYPE OF VICTIMIZATION: OVERVIEW

In the 2014 VSSR, crimes have been grouped thematically to help break up the grids. We know all agencies do not serve every type of crime victim. Therefore, we have we split up the types of victims for crimes against persons into the following categories:

- Other Violent Crimes;
- Child Victims of Violent Crimes; and
- Violent Crimes Against Women.

The four property victim categories are grouped together.

Before each section you are asked whether you served any of the types of crime victims in the broader crime categories above. If you did not serve victims in a particular category, simply answer “no” and you will move to the next screener question.

### Crimes Against Persons:

#### *Adults Molested as Children*

Includes persons over the age of 18 who disclose having been sexually abused as a child. See [“child sexual abuse”](#) for a definition.

#### *Assault/Battery*

Assault includes violent crimes involving the use of weapons or fists, usually resulting in injury to the victim. Battery involves unwanted physical contact as well as other actions leading to injury.

#### *Child Physical Abuse*

Includes all violent crimes, including battery and assault, committed against children by parents or caretakers – including foster parents, group home staff, grandparents, and other family members.

#### *Child Sexual Abuse*

Includes all sexual crimes against children, committed by anyone. Includes molestation as well as rape, aggravated sodomy, and sexual battery.

#### *Child Witness to Domestic Violence*

Includes any child who either witnesses violent acts including physical, sexual or emotional/psychological abuse between intimate partners; or is physically, emotionally, or psychologically abused as a part of the larger pattern of violence in an intimate partner relationship. Does not include children who are sexually abused in the context of a violent relationship.

#### *Co-Victims of Sexual Assault (Collateral Victims of Sexual Assault)*

Collateral victims of sexual assault are recognized by the VAWA Sexual Assault Services Program (SASP) as victims of crime. Co-victims include family and household members of adult, youth and child victims of sexual assault and others collaterally affected by the assault including romantic partners, friends, co-workers and roommates. Perpetrators of the assault are excluded.

#### *Domestic Violence*

Includes all types of crimes committed within the context of an abusive relationship between intimate partners, no matter what the actual charges are under Georgia Law. Includes abuse at the hands of an intimate partner among elders. Also, includes dating violence, as well as battery and assault. Persons under the age of 18 who are victims of domestic violence should be counted as child witnesses unless they are teen victims of dating violence.

#### *DUI/DWI Crashes*

Includes crashes when the operator of the vehicle was intoxicated (under the influence) by alcohol, drugs, or a combination, that resulted in the injury or death of a passenger in the same car, drivers and passengers in other vehicles, and pedestrians.

#### *Financial Exploitation of an Elder*

Includes improperly or illegally using a person's resources for the benefit of another person, for example, using a Power of Attorney to gain access to an adult's assets for personal gain or using undue influence, false representation and other means to gain access to an adult's monthly government checks.

#### *Non-Offending Caregivers*

Includes any parent, grandparent, foster parent, or guardian of a child victim of sexual abuse, who did not contribute to or engage in the sexual or physical abuse committed against the child, but who is affected because they care for the abused or traumatized child.



### *Other Child Abuse*

Includes physical, emotional, psychological, educational, and/or medical neglect sufficiently severe to result in the child's removal from the home. **Does not include children who witness domestic violence in the home.**

### *Other Violent Crime*

Includes any other crime against another person, including kidnapping, carjacking, false imprisonment, custodial interference, as well as violent crimes not included in any other category.

### *Physical Elder Abuse*

Includes using physical force to coerce or to inflict bodily harm. It often, but not always, causes physical discomfort, pain or injury. It may include the willful deprivation of essential services, such as medical care, food or water. Includes using tactics, such as harassment, insults, intimidation, isolation or threats that cause mental or emotional anguish. Includes when a caregiver refuses or fails to provide essential services (food, water, shelter, medical care, etc.) to the degree that it harms or threatens to harm an older and/or disabled adult all types of abuse of persons aged 65 and older, including physical and financial abuse, where the offender is a caretaker, relative, or an institution.

### *Robbery*

Includes crimes involving a physical assault or use of weapon to take possessions or money from the victim.

### *Sexual Assault*

Includes all types of sexual crimes, including rape, aggravated sodomy, statutory rape, and attempted rape (sexual battery). Includes elder sexual abuse but does not include child sexual abuse.

### *Stalking*

Includes following, placing under surveillance, or contact without the victim's consent, which is meant to frighten, intimidate, or harass the victim. The parties may be known to each other, family, intimate partners, or strangers. The contact may be in person on public or private property or via electronic means.

### *Survivors of Homicide Victims*

Includes survivors of homicide and manslaughter. Survivors include members of the immediate family as well as other members of the extended family, intimate partners, and close friends. May include colleagues, co-workers, and fellow students of violence that occurs in the workplace or in school.

### *Trafficking*

Includes recruiting, harboring, or transporting a person using threats, force, or coercion to exploit them.

## **Property Crimes:**

### *Burglary*

Includes non-violent intrusion into the home or business of another to steal property or cash from the victim.

### *Identity Theft/Fraud*

Includes various crimes in which the victim is deceived by the perpetrator and loses property or cash as a result; also includes using an individual's identity information to make purchases, open credit, and in other ways appropriate cash or merchandise.

### *Larceny/Theft*

Includes various crimes in which property or cash is taken from the victim; includes theft by taking, shoplifting, etc.

### *Other Property Crime*

Includes other types of crimes against property, including arson, and criminal damage that result in the loss of property or cash as a result.

## **DEMOGRAPHIC CHARACTERISTICS**

### *Age*

Divided into 5 year groupings, beginning with <1 (birth to age 1), 1 -4, 5-9, and continuing. Not all victimization categories have all age categories listed; child abuse categories end at age 18, while elder abuse begins at age 65. Use the age of the client at the time of intake.

### *Race/Ethnicity*

Race/ethnicity categories are those used by VOCA, and include African American (AA), Caucasian (CAU), Hispanic (HISP), Asian, NA, Other, and Unknown. Use self identification to determine race if possible.

### *Gender*

Gender includes male, female, and transgender. Transgender indicates a biologically male client who identifies as female; or a biologically female client who identifies as male. Use self identification to determine gender for transgendered persons if possible.

### *Disability*

Disability status includes all types of disabilities existing at the time the victimization occurred, not disabilities occurring as a result of the victimization. Types of disabilities include cognitive, motor, sensory, and mental illness. Persons are characterized as disabled or not. Use self identification to determine disability status if possible.

## TYPES & UNITS OF SERVICES: OVERVIEW

Beginning in 2014, the number of new victims who receive each type of service will be collected based on the type of crime served and the county in which the victim resides. Additionally, CJCC will collect the **total units** of each service provided to new victims. The way services are collected for **existing** victims will not change.

All victim assistance programs *do not deliver* the same type of services to the victims they serve. Therefore, at the beginning of the VSSR, you are now asked to choose **all of the services** you provided to new victims you served that quarter. The services provided will populate the *columns* in the new VSSR. In the following screens, you are now asked to determine the county of victimization for each type of new victim you served. This information will populate the *rows* of the VSSR grid.

Additionally, we know that not all age groups fit all crime types. For instance, by definition, a victim of *child physical abuse* should not be older than 18. If you had been counting the non-offending caregiver of child physical abuse victims in this category, you should now capture those as “non-offending caregivers.” Allowing you to choose the age groups for the types of victims you served will help narrow the age grid and hopefully make the report easier to complete. Moreover, we are now repeating the labels for each row on either side of the grids so you can see them as you report.

**NOTE:** Because we are now asking about *all three*: the number of new victims receiving each service, the type of victimization served, AND the county in which the victim resided when the crime occurred in ONE GRID, you will be completing fewer, more precise grids. We hope to turn these data points into useful information for you and for decision makers in your area to use.

## TYPES & UNITS OF SERVICES: DEFINITIONS

### *In-Person Crisis Counseling*

Refers to in-person crisis intervention, emotional support, and guidance and counseling provided by advocates, counselors, mental health professionals or peers. Such counseling may occur at the scene of a crime, immediately after a crime, or be provided on an on-going basis. Crisis Counseling also includes assisting with death notifications of families of victims.

Unit of Service: Each separate in-person encounter between advocate and victim, regardless of duration, that focuses on crisis intervention, emotional support, options, and counseling.

### *Telephone Contact*

Refers to provision of crisis hotline telephone counseling by trained professionals or volunteers on a 24 hour/7 day a week basis. Includes telephone contacts with victims during which time

services and available support are identified. Includes non-emergency safety planning with victim, initial assessments interviews, case management contacts to determine if referrals were followed up & satisfactory, etc.

Unit of Service: Each separate encounter between advocate and victim, regardless of duration, that focuses on any or all of the following: crisis intervention; emotional support; obtaining information from the victim that can help in planning services; providing information about programs and services available; reviewing with victims the actions taken to implement plans; emergency or non-emergency safety planning; making and following up on referrals with agencies; and similar activities.

### *Follow-Up*

Refers to in-person contacts, telephone calls, and written communications with victims to offer emotional support, provide empathetic listening, check on a victim's progress, etc.

Unit of Service: Each separate encounter, in-person, on the telephone, or written communications between advocate and victim, regardless of duration, that focuses on providing emotional support, empathetic listening, checking on victim's emotional state, progress, and physical safety. NOTE: Follow-up implies this is not a first encounter with a victim.

### *Therapy*

Refers to intensive psychological and/or psychiatric treatment from a **licensed and trained professional** for individuals, couples, and family members for ongoing trauma or emotional difficulty arising from the occurrence of a crime. This includes the evaluation of mental health needs, as well as the actual delivery of psychotherapy.

Unit of Service: Each separate encounter, in person, between a **trained and licensed professional** (counselor, psychologist, psychiatrist), reflecting the duration of a standard therapeutic session, that focuses on providing therapy and emotional support for victims affected by the physical, emotional, and other after-effects of crime victimization.

### *Group Treatment*

Refers to the coordination and provision of supportive group activities and includes self-help, peer, social support, etc.

Unit of Service: Each separate group meeting or session, reflecting the duration of a standard support group meeting, that focuses on victims' recovery and adjustment after crime victimization.

### *Safe Shelter*

Refers to offering short- and long-term housing and related support services to victims and families following a victimization. Includes transitional housing. Related support services include meals, clothing, toiletries, and other supplies provided to victims and family members

(children) accompanying them in shelter.

Unit of Service: Admission to the shelter is the unit of service. Any victim who is admitted to the shelter during the reporting period **and was screened, taken through intake, or received initial services from a VOCA, VAWA, or SASP-funded advocate should be counted under “Safe Shelter.”**

**NOTE:** For the “Total Services” section, you should count the total shelter bed nights for the victims that VOCA, VAWA, or SASP funded advocates admitted. That is, if your CJCC funded advocate(s) admitted 5 victims to shelter during the reporting period, you would count the shelter nights for those victims to arrive at total service units for new victims.

### *In Person Information/Referral*

Refers to in-person contacts with victims during which time services and available support are identified. **Includes safety planning with victim, the entire intake process, case management contacts to determine if referrals were followed up & satisfactory, etc.**

Unit of Service: Each separate in-person encounter between advocate and victim, regardless of duration, that focuses on any or all of the following: obtaining information from the victim that can help in planning services; providing information about programs and services available; reviewing with victims the actions taken to implement plans; non-emergency safety planning; making and following up on referrals with agencies; and similar activities. NOTE: Emphasis is on planning, reviewing actions, and providing instrumental support as opposed to emotional support.

### *Emergency Financial Assistance*

Refers to cash outlays for transportation, food, clothing, emergency housing, etc.

Unit of Service: Each separate outlay of cash to meet the emergency needs of a victim.

### *Emergency Legal Advocacy*

Refers to filing of *ex parte* protection orders, injunctions, requesting bond conditions and other protective orders, elder abuse petitions, and child abuse petitions during emergency or crisis circumstances but does not include criminal prosecution or the employment of attorneys for non-emergency purposes such as custody disputes, civil suits, etc. Includes assisting victims with the warrant application process and attending related pre-warrant court hearings.

Unit of Service: Each separate encounter, in-person, on the telephone, or in writing, between a legal advocate or regular advocate and victim, to do necessary preparation to file temporary restraining orders, injunctions, and other protective orders or to attend hearings on the victim's behalf; each separate work-session spent preparing such legal actions; and each separate hearing or meeting spent presenting such legal matters on behalf of a victim. NOTE: Refers to actions done during the immediate aftermath of the victimization, as part of emergency

assistance to the victim.

### *Criminal Justice Support/Advocacy*

Refers to support, assistance, and advocacy provided to victims at any stage of the criminal justice process, to include post-sentencing services and support. Can be provided by all victim assistance agencies. See list of specific services below provided by prosecution-based and law enforcement-based victim witness assistance programs.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to support the victim's active participation in the criminal justice system. Includes accompanying victims to law enforcement agencies, line-ups, preliminary and bond hearings, sentencing hearings, and other hearings, assisting with victim impact statements, and other matters, as needed. A longer list of activities customarily performed by prosecution-based advocates follows.

### *Personal Advocacy*

Refers to assisting victims in securing rights, remedies, and services from other agencies; locating emergency financial assistance, intervening with employers, school administrators, creditors, bill collectors, landlords, and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including workman's compensation, unemployment benefits, welfare, etc.; accompanying the victim to the hospital, etc.

Unit of Service: Each separate action taken, in-person, on the telephone, or in writing, by an advocate on behalf of victim to secure rights and benefits, to provide a supporting presence during visits to other agencies, and to follow-up to insure appropriate actions have been taken by these agencies for the victims. NOTE: Does not include any advocacy actions taken involving law enforcement or criminal justice system agencies, as these advocacy actions belong under criminal justice system advocacy.

### *Notification of Eligibility for Crime Victims Compensation Program*

Includes alerting the victim either in- person, via mail, via telephone, or via email about the existence of the Crime Victims Compensation Program.

Unit of Service: Each letter, conversation, or email sent alerting a victim about the Crime Victims Compensation Program.

### *Review of Compensation Eligibility Requirements*

Includes explaining to the victim either in-person, via mail, via telephone, or email what kinds of crimes are eligible for compensation, what kinds of expenses are compensable, the steps necessary to initiate an application, rules regarding the timeframe within which the crime must be reported, and an explanation about the likelihood of successful appeal if the victim fails to meet one of the preliminary requirements.

Unit of Service: Each letter, conversation, or email to the victim that explains the key points about the Crime Victims Compensation Program.

#### *Assistance Completing a Compensation Application*

Includes walking the victim through completing the compensation application either in-person or via the telephone and explaining to the victim the necessary documents and fields within an application to make an application complete.

Unit of Service: Each conversation in-person or via telephone to assist the victim in completing the application for submission to the Crime Victims Compensation Program.

#### *Assistance Gathering Documents for and Submitting an Application*

Includes helping the victim gather necessary documents such as law enforcement reports, itemized bills, and income verification forms to submit a complete victims' compensation application. Assisting the victim with gathering the documents and submitting the application, including mailing the application on the victim's behalf.

Unit of Service: Each encounter with the victim or an outside agency on the victim's behalf to obtain the necessary documentation to submit a complete application.

#### *Follow-up with the Victims Compensation Program*

Includes contacting the Crime Victims Compensation Program at the Criminal Justice Coordinating Council (CJCC) to check the status of a victim's application, assisting the victim with an appeal, helping the victim respond to correspondence from the Crime Victims Compensation Program, or following up with providers regarding necessary itemized bills on the victim's behalf.

Unit of Service: Each contact with either the victim, CJCC, or a provider regarding a compensation application that has already been submitted.

#### *Assistance in Applying for TANF/Social Services*

Includes making victims aware of the availability of Temporary Assistance for Needy Families (TANF) benefits and related social services, assisting the victim in completing the required forms, gathering the needed documentation, etc. It may also involve accompanying the victim to the social service agency and making follow-up contact with the social service agency on behalf of the victim.

Unit of Service: Each separate action taken, in person, on the telephone, or in writing, to assist victims in applying for TANF and other social services they may be eligible to receive; includes informing victims about services available, providing assistance with the application process,

and following up on victims' behalf with social service agencies.

#### *Non-Emergency Legal Advocacy*

Refers to follow-up hearings related to converting *ex parte* protection orders to permanent orders, assistance at hearings regarding temporary protection order violations; filling for immigration status or immigration relief; assistance with civil matters such as custody or visitation that are necessary to keep the victim safe; legal assistance with eviction or adversary employment actions arising from the victimization. Provide information and advocacy about health insurance, harassment, and related legal issues.

Unit of Service: Each separate encounter, in-person, on the telephone, or in writing, between a legal advocate or regular advocate and victim, to do necessary preparation to file legal papers, including converting temporary orders to permanent orders, filing for child support and custody, and other legal matters as needed to resolve the victims' situation. May include assistance with immigration, employment, and insurance claims. Includes each meeting with the victim to prepare and review legal matters; each separate work-session spent preparing such legal actions; and each separate hearing or meeting spent presenting such legal matters on behalf of a victim. NOTE: Refers to actions done after the immediate aftermath of the victimization, as part of non-emergency assistance to the victim.

#### *Assistance Placing Animals in Distress*

Refers to assistance with placement of an animal that belongs to a victim and that may be in danger in the victim's home to a shelter or other appropriate avenue.

Unit of Service: Successful placement of the animal or referral to a placement agency. If your agency is housing the animal, each day the animal is housed at the agency is a service unit.

### **Specialized Criminal Justice Support/Advocacy (Prosecution-Based Victim Assistance Agencies)**

#### *Restitution*

Refers to assistance with information about restitution, the application process, and document collection for restitution, as well as advocacy for restitution at time of sentencing.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to support the victim's receipt of restitution.

#### *Assistance with Language Access*

Refers to provision of services and literature in Spanish and other languages (including sign language for deaf individuals), as well as ensuring the availability of an interpreter.



Unit of Service: Each separate encounter between advocate and victim, when an AT&T language operator, interpreter or other means of services are rendered.

#### *Victim Impact*

Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering for the Georgia Victim Impact Panel, facilitating participation in Visitor's Day, clemency hearings, and executions.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to support the victim's preparation and delivery of Victim Impact Statements during trial, clemency hearings, and any other official meetings.

#### *Emergency Legal Advocacy*

Refers to filing of *ex parte* protection orders, injunctions, and other protective orders, elder abuse petitions, and child abuse petitions during emergency or crisis circumstances but does not include criminal prosecution or the employment of attorneys for non-emergency purposes such as custody disputes, civil suits, etc. Includes assisting victims with the warrant application process and attending related pre-warrant court hearings.

Unit of Service: Each separate encounter, in-person, on the telephone, or in writing, between a legal advocate or regular advocate and victim, to do necessary preparation to file temporary restraining orders, injunctions, and other protective orders or to attend hearings on the victim's behalf; each separate work-session spent preparing such legal actions; and each separate hearing or meeting spent presenting such legal matters on behalf of a victim. NOTE: Refers to actions done during the immediate aftermath of the victimization, as part of emergency assistance to the victim.

#### *CJS Support and Accompaniment*

Refers to emotional support and physical accompaniment during interviews with law enforcement and prosecutors; escort victims to line-ups, hearings, and court appearances; attend hearings with victim or on behalf of victim when victims are not required to attend; provision of comfortable waiting areas for victims.

Unit of Service: Each separate encounter between advocate and victim, when the advocate accompanies and stays with the victim to provide support.

#### *Victim Support and Referral*

Refers to practical assistance, including transportation and childcare, to insure victims can attend necessary court hearings.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim that enables the victim to participate

actively in the criminal justice process, with an emphasis on practical assistance.

### *Victim Safety*

Refers to the coordination of communication with necessary professionals of the on-going activities of the defendant that is putting the victim in fear and/or physical jeopardy; prompt the necessary actions within the system to expedite a case for victim protection; initiate legal actions as need to protect the victim such as probation revocation.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to keep the victim safe while participating in the criminal justice system.

### *Victim Notification*

Refers to communications with victims and on behalf of victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc.; assist the victim with making contact with the Board of Pardons and Paroles and the Department of Corrections to request notification of any change in the convicted defendant's status.

Unit of Service: Each separate communication in person, on the telephone, or in writing between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to keep the victim informed about the status of the case, the defendant, or other matters related to the criminal justice process.

### *Notification of Eligibility for Crime Victims Compensation Program*

Includes alerting the victim either in- person, via mail, via telephone, or via email about the existence of the Crime Victims Compensation Program.

Unit of Service: Each letter, conversation, or email sent alerting a victim about the Crime Victims Compensation Program.

### *Review of Compensation Eligibility Requirements*

Includes explaining to the victim either in-person, via mail, via telephone, or email what kinds of crimes are eligible for compensation, what kinds of expenses are compensable, the steps necessary to initiate an application, rules regarding the timeframe within which the crime must be reported, and an explanation about the likelihood of successful appeal if the victim fails to meet one of the preliminary requirements.

Unit of Service: Each letter, conversation, or email to the victim that explains the key points about the Crime Victims Compensation Program.

### *Assistance Completing a Compensation Application*

Includes walking the victim through completing the compensation application either in-person or via the telephone and explaining to the victim the necessary documents and fields within an application to make an application complete.

Unit of Service: Each conversation in-person or via telephone to assist the victim in completing the application for submission to the crime victim's compensation program.

#### *Assistance Gathering Documents for and Submitting an Application*

Includes helping the victim gather necessary documents such as law enforcement reports, itemized bills, and income verification forms to submit a complete victims' compensation application. Assisting the victim with gathering the documents and submitting the application, including mailing the application on the victim's behalf.

Unit of Service: Each encounter with the victim or an outside agency on the victim's behalf to obtain the necessary documentation to submit a complete application.

#### *Follow-up with the Victims' Compensation Program*

Includes contacting the Crime Victims Compensation Program at the Criminal Justice Coordinating Council (CJCC) to check the status of a victim's application, assisting the victim with an appeal, helping the victim respond to correspondence from the Crime Victims Compensation Program, or following up with providers regarding necessary itemized bills on the victim's behalf.

Unit of Service: Each contact with either the victim, CJCC, or a provider regarding a compensation application that has already been submitted.

#### *CJS Explanation*

Refers to information and assistance provided to victims explaining the criminal justice process and what is happening at each stage of the case in the system; explain legal terminology and strategy during the processing of the case; provide courtroom orientation and pre-trial preparation to victims testifying at any stage of the criminal justice process, to include post-sentencing services and support; support, assistance, and advocacy provided to victims at any stage of the criminal justice process, including information about and assistance with property return.

Unit of Service: Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim, to explain the criminal justice system and the status of the victim's case.

#### *Assistance Placing Animals in Distress*

Refers to assistance with placement of an animal, belonging to the victim, to a shelter or other appropriate avenue.

Unit of Service: successful placement of the animal or referral to a placement agency

## AGENCY CAPACITY

In an effort to track ongoing capacity constraints, we have added three questions to the end of the VSSR. “Capacity” refers to the maximum number of victims your agency can serve annually – **regardless of funding stream.**

We are measuring capacity for victim services in the state in two ways – first we measure the **total number of victims your agency served** in a given quarter. Second we ask **whether any victims sought services from your agency, but you were unable to serve the victim *at all*.** If you provide the victim with *some of the services they seek* but not others, that victim would count as served.

Unless your agency is a hotline agency, or short-term service organization such as a victim witness assistance program, a referral to another agency for the services the victim is seeking from *your agency* and that *your agency* typically provides, would count as an “victim not served.” For instance, you have a child advocacy center and you receive an outcry from a parent that their child may have been abused and they would like a forensic interview, but your agency cannot timely accommodate the request. You refer them to a neighboring or other provider for the forensic interview. This victim would count as “not served” since they were seeking a service your agency typically provides, but which you were unable to provide at the time the victim needed it.

These are the **only** statistics we are collecting for your *entire agency* in the VSSR. All other statistics should be reported based on the funding stream.

In addition to asking about whether there were any victims you were unable to serve, we also ask about the reasons your agency was unable to serve those victims. Below is the definition for each of the reasons provided.

### Reasons for Inability to Serve Victims:

#### *Conflict of Interest*

Includes a personal, professional, familial, or friendly connection between your advocates, board member(s), or managerial staff and the identified victim, which might preclude you from serving him/her.

#### *Hours of Operation*

Includes an inability to serve a victim due to constraints in your hours of operation and the services offered during those hours.

#### *Insufficient/Lack of Culturally Appropriate Services*

Includes inability to provide services responsive and specific to a victim's cultural concerns or that account for cultural practices or beliefs a victim may maintain.

#### *Insufficient/Lack of Language Capacity (including sign language)*

Includes the inability to provide services in a victim's native language and/or provide adequate translation or interpretation assistance to serve the victim at your agency.

#### *Insufficient/Lack of Services for Persons with Disabilities*

Includes lack of shelter, office, or courtroom space to accommodate the needs of people with disabilities such as accessibility to ramps, lifts, or elevators; Braille postings for signs; proper bathroom facilities for people with physical disabilities; lack of shelter safety or other accommodations for the hearing impaired or any other barrier that may make your services inaccessible to people with disabilities.

#### *Lack of Child Care*

Includes the inability to serve a victim either in court, at a shelter, or at your office because the victim cannot make arrangements to take care of a minor child(ren). Also includes the inability to provide services for children of a certain age – such as infants or toddlers – at your facility.

#### *Program Reached Capacity*

Indicates that your program has reached the maximum number of victims you can serve at one time either because your case managers cannot safely take an additional case, your advocates cannot safely take an additional case, you no longer have bed space, your support groups or therapy schedule is full, etc.

#### *Lack of Sufficient Funding to Meet Victim's Needs*

Indicates that your agency did not have the funding at the time the victim needed services to assist the victim. This may include lack of funding to pay for interpreters or translators to serve the victim, lack of funding to assist the victim with emergency financial issues, lack of funding for staff to assist the victim, lack of funding to help with legal fees etc. If you are able to serve a particular victim with other needs with the extant funding you have, you should not count him/her as "not served."

#### *Services Were Not Suitable for Victims with Mental Health Issues*

Indicates that your agency was unable to serve a particular victim because: 1. The services you provide cannot meet the victim's mental health needs; 2. Serving the victim may endanger your staff or other victims you serve due to the person's mental state.

#### *Services Were Not Suitable for Victims with Substance Abuse Issues*

Indicates that your agency was unable to serve a particular victim because: 1. The services you provide cannot accommodate the victims' substance abuse issues; 2. Your agency's policies against substance abuse preclude you from serving a victim; 3. Serving the victim may endanger your staff or other victims you serve due to the victim's state of intoxication.

#### *Transportation Barriers*

Includes victims who called your agency for services that must be provided in person but you were unable to provide because the victim could not physically come to your agency. Also includes instances where the victim could have come to your agency or been served in another venue or capacity, but the victim's needs could not be accommodated for lack of transportation and your agency does not have the funds or means to meet these needs.

#### *Unable to Contact victim in a Case/Victim Refused Services*

Indicates that your agency has identified victims in a particular case and made attempts either via mail, email, or telephone to contact the victim to provide services, but the victim never responds.

#### *Victim Did Not Require Services*

Includes victims you identify and with whom you make successful contact, but who indicate they do not require assistance from your agency. If you are unable to make any contact with an identified victim after some attempts, that victim should be counted under the previous category, not this one.

## **FREQUENTLY ASKED QUESTIONS ABOUT THE VSSR & DATA COLLECTION**

### *How should I be counting the number of victims served and the number of new services provided?*

If your agency receives funding to provide direct victim services through VOCA and VAWA and/or SASP, you must report your statistics for each program separately. Please be sure that whichever data collection method you use (a Client Management Information Systems such as ALICE, paper tallies, Excel worksheets, Time and Activity Reports) is able to track the clients you serve with either your VOCA or VAWA/SASP grant separately.

Examples:

- a. Suzy Advocate is funded through your agency's VOCA grant at 80% of her time and through your VAWA grant for 20% of her time. Suzy served 40 victims this quarter. You should report the following:

40 victims x 0.8 (proportion of time Suzy is on VOCA Grant) = 32 victims served with VOCA Funds

40 x 0.2 (proportion of time Suzy is on VAWA Grant) = 8 victims served with VAWA funds.

- b. Suzy Advocate is funded through your agency's VOCA grant at 50% and Norene Counselor is funded through your VAWA grant at 75%. Suzy Advocate served 50 victims and Norene Counselor treated 30 victims. You should report the following.

50 x 0.5 (proportion of Suzy's time paid for with VOCA funds) = 25 victims served with VOCA funds

30 x 0.75 (proportion of Norene's time paid for with VAWA funds) = 22.5 (round to 23) victims served with VAWA funds.

The restriction on the kinds of victims that should be reported on your VAWA and/or SASP VSSR applies here as well.

- c. If you cannot track statistics by the advocate serving the victim, an alternative method to reporting statistics based on the advocate to whom the case is assigned, may be to report your agency's statistics based on the proportion of your total budget that each grant represents. In other words, if you cannot separate the services you provide either by the advocate who provides them or by the grant under which they are funded, you can take all of the statistics per quarter in your agency and multiple them by the proportion of your total agency budget that a grant represents.

Example:

Your agency's budget breakdown is the following:

VOCA Grant – 35%

SASP Grant – 5%

UnitedWay – 15%

Private Donations – 10%

Community Foundation Grants – 10%

Major Events – 15%  
5% Funding – 10%

In the first quarter of your VOCA Grant (October 1-December 31) your agency served 25 child sexual abuse victims and 10 sexual assault victims. You would report:

$0.35 \times 25 = 9$  child sexual abuse victims  
 $0.35 \times 10 = 4$  adult sexual assault victims

NOTE: Whatever your cutoff, you must report services and demographic data for those victims as well.

For more information about reporting your victim services statistics, please contact the Planning and Policy Development Specialist for victim services grants.

*How do I count sessions with victims that include multiple purposes, such as follow-up to check on emotional well-being and case management to determine how well the referrals we provided worked out for the victim?*

If substantial attention and time during the encounter focuses on a particular purpose, count that encounter for each service provided (i.e., count it multiple times). However, "substantial time or attention" means more than just mentioning it or referring to it briefly. The content of the session should be documented in case notes or files, and these case notes should include ALL purposes of the session.

*What is the difference between "new" and "existing" victims?*

The terms "existing victim" and "new victim" are in fact a bit misleading and inaccurate. The more appropriate terms are "new victimizations" and "existing victimizations." A person may be a "repeat customer" – meaning they have suffered multiple victimizations over the past year, but they may also suffer new victimizations from one quarter to the next.

For example, Suzy Victim comes to your agency for the first time in early January because her boyfriend abused her. At this point, Suzy is considered a "new victim" because this is the first time Suzy Victim is using your agency's services. You provide her with all the services your agency has to offer and Suzy seems to be on the mend. Suzy is part of your case load from January until early May. You report her as a **new victim** in your April 30<sup>th</sup> quarterly report and as an **existing victim** in your July 30<sup>th</sup> report.

In July, Suzy Victim again comes to your agency because she reunited with the abusive boyfriend and he has now stolen her identity. While Suzy has been to your agency before, she would still be considered a **new victim** because the victimization for which she is seeking your services this time is **new**.



**PLEASE NOTE:** Considerations about the source of funding paying for services to **existing victims** should still be taken into account. For example, if you have a large agency and your VOCA-funded advocate interviewed Suzy for intake and provided initial services, you would report Suzy in your April 30<sup>th</sup> report as new victim. **However**, let's say once your VOCA-funded advocate conducts an intake with your clients, the person is assigned to another advocate who is funded by a UnitedWay grant. You **would not** report Suzy as an existing victim in your July 30<sup>th</sup> report, **even if** she is continuing to receive your services, because those are no longer VOCA, VAWA or SASP funded.

Yes, counting existing victims is more work, but doing so provides a more accurate count of your case load and the total amount of services provided to victims of crime.

*The "Other Crime" category does not exist anymore. Where do I put victims I served that don't fit into any specific type of crime?*

Most crime is either violent in nature and thus causes injury to persons, or is destructive of personal or commercial property. For this reason, most crime that does not qualify under one of the specifically listed categories can be classified under either "[Other Violent Crime](#)" and "[Other Property Crime](#)." For example, "obstructing a 911 call" may have been put under "Other Crime," but in fact such a crime harms or may injure a person, so that would classify as an "Other Violent Crime." Similarly, "disorderly conduct" may have been put under "Other crime," however, this misdemeanor crime may either result in injury or harm toward a person, or a person's property. Depending on the nature of the offense, this may be classified as either "Other Property Crime" or "Other Violent Crime."

*If I leave the computer or cannot complete the entire report in one session, will I be able to return where I left off?*

Yes. While there is **no log-off button**, once you close out the web browser the system will remember where you left off. **However**, if you leave and return, you must wait **at least 10 minutes** before logging back into the report. If you close the web browser and try to log in before the 10 minute window, you will receive an error that states you have an active session and to return in 10 minutes. If you do not close your web browser and leave your session idle, you will be timed out. In this case, please contact the Victim Assistance Unit's Planning and Policy Development Specialist.

*In the Excel sheet I would list the counties in my service area and list any victims served from counties outside that area under "Other." What do I do with the web-based form; there is no "Other" category?*

You should list or capture in your data collection the county from which the victim comes, regardless of whether that county is part of your service area. If **the victim does not provide you with the county in which they live, he/she is from out of state, or only provides you with**

**the city in which they live**, then you can list that victim under “Unknown” county or “Out of State.”

### *Why do I have two usernames, ID's and passwords for the same grant year?*

#### *“Split” awards*

Periodically, CJCC will make subgrants from two different federal awards. CJCC may have federal monies available from numerous federal grant award years – i.e. funds from the state’s 2011 federal VAWA award, the 2012 federal VAWA award, and the 2013 federal VAWA award. If the funds from one particular year are not sufficient to fund your subgrant, CJCC may fund you from two different federal awards – e.g. the 2011 federal VAWA award and the 2012 federal VAWA award. This means that for a single grant year – e.g. January 1, 2012-December 31, 2012 – you will have 2 grant numbers, a W11 grant number and a W12.

Because you have two different grant numbers, you will receive two usernames/ID’s and passwords for that year. You can choose one of the two usernames and password combinations and **complete all 4 quarterly reports using that combination**. If you choose this route, **please be consistent** and use the same combination the whole year.

#### *Multiple grant programs*

Some subgrantees may have two or more awards under the same federal funding stream. For example, a CAC-SAC may have a VOCA award for its child abuse program and another VOCA award for its sexual assault program for adults. In this case, you will receive two usernames/ID’s and passwords for that year and you will need to **complete one report for each award**.

Another example of multiple programs is when an agency runs a program at two different sites. You may have two VOCA awards for child abuse, and one program is run out of your home office in Macon while the other program is run out of a site at an adjacent county. In this case, you will receive two usernames/ID’s and passwords for that year and you will need to **complete one report for each award**.

A final example of multiple grant programs are when agencies that have two or more awards from different funding streams. A domestic violence shelter may have a VOCA award and a VAWA victim assistance award. As in the cases above, you will receive two usernames/ID’s and passwords for that year and you will need to **complete one report for each award**. **However**, if your agency also has a VAWA award for courts, training, law enforcement or prosecution, you will need to complete a CJSSR for that award **and** a VSSR for your victim assistance award. In that event, please see [CJCC’s website](#) for more information on the CJSSR.

### *Who receives the emails with the agency’s username and password, and how can I be added to that email list?*

The email with the username and password is sent to whoever was listed as the Project Director on the agency’s application. **We will not change or add email addresses associated**

**with a subgrant number without a subgrant adjustment request (SAR).** To obtain a SAR to change the Project Director, please contact your assigned Grant Specialist.

Beginning in 2011, CJCC implemented an online mailing system, MailChimp. Each quarter, the Planning and Policy Development Specialist generates a list of open grants and Project Directors' emails to upload to MailChimp. This list is used to send out VSSR reporting information. If you have any questions regarding deadlines, passwords, reporting, or any other communications related to your grant, please ask your Project Director to provide you with a copy of the email.

*I submitted the VSSR and realized I made a mistake that I need to correct. When I try to log back in I receive a message telling me I've already completed the survey. How do I make corrections?*

Email Planning and Policy Development Specialist Betty Barnard at [Betty.Barnard@cjcc.ga.gov](mailto:Betty.Barnard@cjcc.ga.gov) with the Subject **"VSSR report reset"** and she will reset your report so you can log back in within **3 business days**.

Once you log back in, **you will have to hit the "Previous" button** until you arrive at the screen where you made your mistake. Your data will be preserved as you entered it, but you will have to manually scroll back to the report because you will not enter at the beginning.

## Appendix A: VSSR Pre-Survey Instructions

The VSSR Pre-Survey Instructions will appear when you log in to the VSSR. You will be prompted to confirm that you have read and understood the instructions before beginning the VSSR.

### Welcome

Welcome to the Victims' Services Statistical Report. As you know, this report provides us with data from your agency's service activity for the reporting period. In an effort to help you submit the most accurate report possible, the following pages will provide a section-by-section guide to completing this report. You may either print each page for your records or download the PDF by clicking here. You will need to acknowledge that you've read and understood each instruction page before proceeding to the next.

### You Should Be Reporting CJCC-Funded Data ONLY

If your agency receives funding to provide direct victim services through VOCA and VAWA and/or SASP, you must report your statistics for each program separately. Please be sure that whichever data collection method you use (a Client Management Information Systems such as ALICE, paper tallies, Excel worksheets, Time and Activity Reports) is able to track the clients you serve with either your VOCA or VAWA/SASP grant separately. For programs not 100% funded by CJCC, this means you will need to prorate your data to reflect the percentage of CJCC funding relative to the program's entire budget.

Examples:

- a. Suzy Advocate is funded through your agency's VOCA grant at 80% of her time and through your VAWA grant for 20% of her time. Suzy served 40 victims this quarter. You should report the following:

$40 \text{ victims} \times 0.8 \text{ (proportion of time Suzy is on VOCA Grant)} = 32 \text{ victims served with } \underline{\text{VOCA Funds}}$

$40 \times 0.2 \text{ (proportion of time Suzy is on VAWA Grant)} = 8 \text{ victims served with } \underline{\text{VAWA funds.}}$

- b. Suzy Advocate is funded through your agency's VOCA grant at 50% and Norene Counselor is funded through your VAWA grant at 75%. Suzy Advocate served 50 victims and Norene Counselor treated 30 victims. You should report the following.

$50 \times 0.5 \text{ (proportion of Suzy's time paid for with VOCA funds)} = 25 \text{ victims served with VOCA funds}$

$30 \times 0.75 \text{ (proportion of Norene's time paid for with VAWA funds)} = 22.5 \text{ (round to 23) victims served with VAWA funds.}$

The restriction on the kinds of victims that should be reported on your VAWA and/or SASP VSSR applies here as well.

- c. If you cannot track statistics by the advocate serving the victim, an alternative method to reporting statistics, may be to report your agency's statistics based on the proportion of your total budget that each grant represents. In other words, if you cannot separate the services you provide either by the advocate who provides them or by the grant under which they are funded, you can take all of the statistics per quarter in your agency and multiple them by the proportion of your total agency budget that a grant represents.

Example:

Your agency's budget breakdown is the following:

VOCA Grant – 35%  
SASP Grant – 5%  
United Way – 15%  
Private Donations – 10%  
Community Foundation Grants – 10%  
Major Events – 15%  
5% Funding – 10%

In the first quarter of your VOCA Grant (October 1-December 31) your agency served 25 child sexual abuse victims and 10 sexual assault victims. You would report:

$0.35 \times 25 = 9$  child sexual abuse victims served with VOCA funds  
 $0.35 \times 10 = 4$  adult sexual assault victims served with VOCA funds

### What to Expect: New Victims Section

In this section, you will begin by selecting the services you provided to **all new victims of all victimization types** for the reporting period. If you did not serve any new victims, select "**we did not serve any new victims this quarter**" and you will be taken to the existing victimization section.

### Selecting Victimization

In the 2014 VSSR if you have served new victims, victimizations have been grouped thematically to help break up the grids. We know all agencies do not serve every type of crime victim. Therefore, we have split up the types of victims for crimes against persons into the following categories:

- Assault, DUI/DWI Crash Robbery, Survivors of Homicide, and Kidnapping

- Child Physical Abuse, Child Sexual Abuse, Child Witness to Domestic Violence, and Other Child Abuse
- Domestic Violence, Sexual Assault, Co-Victims of Sexual Assault, and Stalking
- Adults Molested as Children, Elder Abuse (Financial), Elder Abuse (Physical), Human Trafficking, Non-Offending Caregiver, and Other Violent Crimes
- Property Crimes: Burglary, Larceny, ID Theft, and Other Property Crimes

Before each section you are asked whether you served any of the types of crime victims in the broader crime categories above. **If you did not serve victims in a particular category, simply answer “no” and you will move to the next screener question.**

You will be asked to enter the total number of new victims you served for each victimization group to which you answer “yes”. If you did not serve any victims of a listed crime, you will enter zero.

### Selecting Counties

You will select the counties of victimization for each victimization type. **If you have more than 15 counties for a single victimization**, you may select **STATEWIDE** instead of selecting each county. If you didn’t serve a specified victimization, do not select any counties for that listed victimization type.

### How to fill out the Grids

1. Services Grid
  - a. The *column headers* of this grid will be the services you selected in the beginning of the section. The *row headers* will be the victimization and county.
  - b. In this version, the number of new victims who receive each type of service will be collected based on the type of crime served and the county in which the victim resides. If the service does not apply, you will enter zero.  
*Essentially, you should read this grid as: To how many [victimization type] victims in [insert county] did my agency provide [insert service]?*
2. Age Grid
  - a. In this version, you will now be able to select only the age groups to whom you’ve provided service before proceeding to the grid.
  - b. The numbers you enter in this section will be validated by the totals you entered on the “total new victims” questions page. These totals will display on the same page as the grid as a reminder of the totals you entered.
  - c. In this version, the age demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the age group does not apply, you will enter zero. *Essentially, you should read this grid as: How many [victimization type] victims in [insert county name] did my agency serve that were [insert age group] years old?*

### 3. Gender Grid

- a. In this version, the gender demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the gender group does not apply, you will enter zero.

*Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve who are Men, Women, Trans\*, or Unknown?*

### 4. Race Grid

- a. In this version, you will now be able to select only the race groups to whom you've provided service before proceeding to the grid.
- b. In this version, the race demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the race group does not apply for a particular crime, you will enter zero.

*Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve that were [race]?*

### 5. Disability Grid

- a. In this version, the disability demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the disability group does not apply for a particular victimization, you will enter zero.

*Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve who are **Disabled, Not Disabled, and/or Unknown**?*

## What to Expect: Services to New Victims

In this section, you will enter information about the total number of services that you provided during the reporting period to new victims. **The number of services must be greater than or equal to the number of new victims you served for the reporting period.** In this section, you will:

- Select the counties of victimization for new victims you've served for the reporting period.
- Enter the total number of services provided during the reporting period. **The services you selected in the new services section will appear again.** Here you should count all of the services provided to each individual new victim served. In other words, if you provided one victim with 5 shelter bed nights, you would report all 5 units of service here.

## What to Expect: Existing Victimization

In this section, you will enter information about the existing victims your agency began serving in previous reporting periods within the grant year and continue to serve during the current reporting period. You will only need to select the victimizations you served and enter the total number of existing victims for each selection.

## What to Expect: Agency Capacity

In this section, you will be asked to provide data for your **entire agency, regardless of funding stream. This is the only portion of the VSSR you will enter information about your entire agency.** You will be asked:

- **How many victims did your entire agency serve for the reporting period?** You should include any victim you served this quarter, even if the funding for those services were not from CJCC.
- **How many victims were you unable to serve for the reporting period?** You should include anyone you identified as a victim but weren't able to serve, regardless of where the funding came from. **If you provide the victim with *some of the services they seek* but not others, that victim would count as served.**
- **Why were you unable to serve these victims?** You will select all the reasons for which you were unable to serve victims that apply from the provided list.

**NOTE: If your program is not 100% funded by CJCC, the total victims your agency served should be greater than the numbers you reported serving for the quarter with CJCC-funded grants.**

## What to Expect: Victims' Compensation

In this section, we would like to know:

- If your agency currently notifies victims about Victims' Compensation
- Your agency's **total number of paid staff**
- Your agency's total number of paid staff **who have attended Victims' Compensation training within the last 15 months**
- Your most frequently used method of notifying victims about CVCP *and*,
- How often you remind victims of their CVCP eligibility.

This section will also collect your level of knowledge on the following CVCP topics:

- How to Qualify for CVCP
- Minimum Requirements for a Complete Application
- How Much Financial Assistance is Available
- Types of Crime Eligible for Compensation

## Conclusion

- You will be provided with a summary page of all your submitted answers prior to your final submission.
- Failure to submit the VSSR will result in penalties as outlined by the special conditions of your grant.
- For more information, please consult the VSSR Data Dictionary, Subgrantee Manual, or download these instructions.



**Appendix B: Navigating the New VSSR PowerPoint**

# Navigating the New VSSR

*For use by CJCC Subgrantees*

# Quick Notes

- There will be a complete Webinar that will give detailed instructions and walkthrough for completing the new VSSR in **December 2013**
- **For the most part, this is data that you're already collecting, just entered in a different way.**
- We expect that your service counts for the new services and victimizations collected will be partial for the January 30 reporting period – that's okay!

## Screen One: Select Services

### Victims' Services Statistical Report

Please select the services you provided to **ALL** new victims, regardless of victimization type, for **VOCA Q1** (Oct1-Dec31) *DUE BY JAN 30.*

- Assistance Placing Animals in Distress
- Assistance in Applying for TANF/Social Services
- Notification of Eligibility for Victims' Compensation
- Review of Compensation Eligibility Requirements
- Assistance Completing a Compensation Application
- Assistance Submitting a Completed Application
- Follow-Up with the Victims' Compensation Program
- Criminal Justice Support Advocacy
- Emergency Financial Assistance
- Emergency Legal Advocacy
- Follow-Up
- Group Treatment
- In-Person Crisis Counseling
- In-Person Information Referral
- Non-Emergency Legal Advocacy
- Other Services Provided
- Personal Advocacy
- Safe Shelter
- Telephone Contact/Information/Referral
- Therapy
- We did not serve any new victims this quarter.

Previous

Next

On this screen, you will now select all services provided to new victims regardless of the type of victimization for the reporting period.

# New Services Collected

- The Following Services will now be collected for this version of the VSSR:
  - Telephone Contact (Now to be collected as one service instead of 3)
  - Notification of Victims' Compensation has been broken into **FIVE** services:
    - Notification of Eligibility for Crime Victims Compensation
    - Review of Compensation Eligibility Requirements
    - Assistance Completing a Compensation Application
    - Assistance Gathering Documents for and Submitting a Complete Application
    - Follow-up with the Victims Compensation Program
    - Assistance Placing Animals in Distress

## Screen Two: Select Victimization Served

Victims'  
Services  
Statistical  
Report

**VIOLENT CRIMES:** Did you serve any victims of **Domestic Violence, Sexual Assault, Co-Victims of Sexual Assault, or Stalking** during **VOCA Q1 (Oct1-Dec31) DUE BY JAN 30?**

- Yes  
 No

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In the 2014 VSSR, crimes have been grouped thematically to help break up the grids. We know all agencies do not serve every type of crime victim. Therefore, we have we split up the types of victims for crimes against persons into the following categories:

- Assault, DUI/DWI Crash Robbery, Survivors of Homicide, and Kidnapping
- Child Physical Abuse, Child Sexual Abuse, Child Witness to Domestic Violence, and Other Child Abuse
- Domestic Violence, Sexual Assault, Co-Victims of Sexual Assault, and Stalking
- Adults Molested as Children, Elder Abuse (Financial), Elder Abuse (Physical), Human Trafficking, Non-Offending Caregiver, and Other Violent Crimes
- Property Crimes: Burglary, Larceny, ID Theft, and Other Property Crimes

Before each section you are asked whether you served any of the types of crime victims in the broader crime categories above. If you did not serve victims in a particular category, simply answer "no" and you will move to the next screener question.

# New Victimizations Collected

- The following victimizations will now be collected for this version of the VSSR:
  - Financial Exploitation of an Elder: Includes improperly or illegally using a person's resources for the benefit of another person, for example, using a Power of Attorney to gain access to an adult's assets for personal gain or using undue influence, false representation and other means to gain access to an adult's monthly government checks.
  - Physical Elder Abuse: Includes using physical force to coerce or to inflict bodily harm. It often, but not always, causes physical discomfort, pain or injury. It may include the willful deprivation of essential services, such as medical care, food or water. Includes using tactics, such as harassment, insults, intimidation, isolation or threats that cause mental or emotional anguish. Includes when a caregiver refuses or fails to provide essential services (food, water, shelter, medical care, etc.) to the degree that it harms or threatens to harm an older and/or disabled adult all types of abuse of persons aged 65 and older, including physical and financial abuse, where the offender is a caretaker, relative, or an institution.

## Screen Three: Total Number of New Victims

**Victims' Services Statistical Report**

Please enter the number of **new victims** served in **VOCA Q1** (Oct1-Dec31) *DUE BY JAN 30*. If you **did not** serve any new victims of a violent crime type below, please enter zero (0). When done, click next at the bottom of the page to proceed.

Domestic Violence

Sexual Assault

Co-Victims of Sexual Assault

Stalking

On this screen, you will enter the **total** number of victims served for each of the victimizations listed. If you did not serve any victims of a listed crime, you will enter zero before clicking **NEXT** to proceed.



## Screen Four: Select Counties

From the list below, please select the **COUNTIES** of the **NEW** victimizations you served victims during **VOCA Q1 (Oct1-Dec31) DUE BY JAN 30**. When done, click **next** at the bottom of the page to proceed.

Domestic Violence	Sexual Assault	Co-Victims of Sexual Assault	Stalking
<input checked="" type="checkbox"/> Appling	<input type="checkbox"/> Appling	<input type="checkbox"/> Appling	<input checked="" type="checkbox"/> Appling
<input type="checkbox"/> Atkinson	<input type="checkbox"/> Atkinson	<input type="checkbox"/> Atkinson	<input type="checkbox"/> Atkinson
<input type="checkbox"/> Bacon	<input type="checkbox"/> Bacon	<input type="checkbox"/> Bacon	<input type="checkbox"/> Bacon
<input type="checkbox"/> Baker	<input type="checkbox"/> Baker	<input type="checkbox"/> Baker	<input type="checkbox"/> Baker
<input type="checkbox"/> Baldwin	<input type="checkbox"/> Baldwin	<input type="checkbox"/> Baldwin	<input type="checkbox"/> Baldwin
<input type="checkbox"/> Banks	<input type="checkbox"/> Banks	<input type="checkbox"/> Banks	<input type="checkbox"/> Banks
<input type="checkbox"/> Barrow	<input type="checkbox"/> Barrow	<input type="checkbox"/> Barrow	<input type="checkbox"/> Barrow
<input type="checkbox"/> Bartow	<input type="checkbox"/> Bartow	<input type="checkbox"/> Bartow	<input type="checkbox"/> Bartow
<input type="checkbox"/> Ben Hill	<input type="checkbox"/> Ben Hill	<input type="checkbox"/> Ben Hill	<input checked="" type="checkbox"/> Ben Hill
<input type="checkbox"/> Bertie	<input type="checkbox"/> Bertie	<input type="checkbox"/> Bertie	<input type="checkbox"/> Bertie
<input type="checkbox"/> Bibb	<input type="checkbox"/> Bibb	<input type="checkbox"/> Bibb	<input type="checkbox"/> Bibb
<input type="checkbox"/> Bleckley	<input type="checkbox"/> Bleckley	<input type="checkbox"/> Bleckley	<input type="checkbox"/> Bleckley
<input type="checkbox"/> Brantley	<input type="checkbox"/> Brantley	<input type="checkbox"/> Brantley	<input type="checkbox"/> Brantley
<input checked="" type="checkbox"/> Brooks	<input type="checkbox"/> Brooks	<input type="checkbox"/> Brooks	<input type="checkbox"/> Brooks
<input type="checkbox"/> Bryan	<input type="checkbox"/> Bryan	<input type="checkbox"/> Bryan	<input type="checkbox"/> Bryan
<input type="checkbox"/> Bulloch	<input type="checkbox"/> Bulloch	<input type="checkbox"/> Bulloch	<input type="checkbox"/> Bulloch
<input type="checkbox"/> Burke	<input type="checkbox"/> Burke	<input type="checkbox"/> Burke	<input type="checkbox"/> Burke
<input type="checkbox"/> Butts	<input type="checkbox"/> Butts	<input type="checkbox"/> Butts	<input type="checkbox"/> Butts
<input type="checkbox"/> Calhoun	<input checked="" type="checkbox"/> Calhoun	<input type="checkbox"/> Calhoun	<input type="checkbox"/> Calhoun
<input type="checkbox"/> Camden	<input type="checkbox"/> Camden	<input type="checkbox"/> Camden	<input type="checkbox"/> Camden
<input type="checkbox"/> Candler	<input type="checkbox"/> Candler	<input type="checkbox"/> Candler	<input type="checkbox"/> Candler
<input type="checkbox"/> Carroll	<input type="checkbox"/> Carroll	<input type="checkbox"/> Carroll	<input type="checkbox"/> Carroll
<input type="checkbox"/> Catosa	<input type="checkbox"/> Catosa	<input type="checkbox"/> Catosa	<input type="checkbox"/> Catosa
<input type="checkbox"/> Charlton	<input type="checkbox"/> Charlton	<input type="checkbox"/> Charlton	<input type="checkbox"/> Charlton
<input type="checkbox"/> Chatham	<input checked="" type="checkbox"/> Chatham	<input type="checkbox"/> Chatham	<input type="checkbox"/> Chatham

Note: The selections you make here will populate the rows of the services grid on the following screen.

In the new version of the VSSR, you will now select the county of victimization for each type of crime victim that you have served during the reporting period. If you did not serve any victims of a specified crime, do not check any counties for that crime. **If you have served more than 15 counties for a single victimization, please select STATEWIDE in lieu of selecting each county.** Click next to proceed.

## Screen Five: Service Grid

Victims' Services Statistical Report

Please report the number of victims who received each service below for each victimization and county listed for **VOCA 01** (Oct1-Dec31) DUE BY JAN 30. If you did not provide a service for a listed victimization and/or county, please enter zero (0).

Essentially, you should read this grid as: How many victims of each victimization in each county received this service. For example, *How many victims of Domestic Violence did my agency serve in Bacon County who received Emergency Legal Advocacy services?*

		Follow-Up	Group Treatment	Safe Shelter		
Domestic Violence	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	Domestic Violence	Appling
	Brooks	<input type="text"/>	<input type="text"/>	<input type="text"/>		Brooks
	Chatham	<input type="text"/>	<input type="text"/>	<input type="text"/>		Chatham
Sexual Assault	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	Sexual Assault	Appling
	Ben Hill	<input type="text"/>	<input type="text"/>	<input type="text"/>		Ben Hill
Stalking	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	Stalking	Appling
	Ben Hill	<input type="text"/>	<input type="text"/>	<input type="text"/>		Ben Hill

Follow-Up      Group Treatment      Safe Shelter

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In this version, the number of new victims who receive each type of service will be collected based on the type of crime served and the county in which the victim resides. If the service does not apply, you will enter zero. For example, the grid above should be read as follows:

- How many **Domestic Violence** victims in **Appling County** did my agency provide **Follow-Up, Group Treatment, and/or Safe Shelter** services to?

If you provided DV victims in Appling with Follow-Up services but not Group Treatment or Safe Shelter, you will enter zero in the Group Treatment and Safe Shelter boxes for DV Victims in Appling County.

## Screen Six: Age Selection

Victims'  
Services  
Statistical  
Report

**DEMOGRAPHICS** Please select the age categories of the victims served for **ALL NEW VICTIMIZATIONS** selected in this category.

- 0-4 Years
- 5-9 Years
- 10-14 Years
- 15-19 Years
- 20-24 Years
- 25-29 Years
- 30-34 Years
- 35-39 Years
- 40-44 Years
- 45-49 Years
- 50-54 Years
- 55-59 Years
- 60-64 Years
- 65 or Older
- Unknown Age

Note: The selections you make here will populate the *columns* of the *age grid* on the following screen.

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In this version, you will now be able to select only the age groups to whom you've provided service. Select the applicable groups before clicking next to proceed.

## Screen Seven: Age Demographics

**Victims Services Statistical Report**

**DEMOGRAPHICS** Please enter the number of new victims served under each age category. When finished, click on **next** to proceed. Note: The number of new victims entered in the Services grid should match the number entered in each of the demographic categories. Please enter '0' if no victims were served under a particular demographic.

Please remember the totals you entered previously:  
**Domestic Violence: 150, Sexual Assault: 100, Co-Victims of Sexual Assault: 0, Stalking: 120**

		20-24 Years	25-29 Years	30-34 Years		
<b>Domestic Violence</b>	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<b>Domestic Violence</b>	Appling
	Brooks	<input type="text"/>	<input type="text"/>	<input type="text"/>		Brooks
	Calhoun	<input type="text"/>	<input type="text"/>	<input type="text"/>		Calhoun
<b>Sexual Assault</b>	Chatham	<input type="text"/>	<input type="text"/>	<input type="text"/>	<b>Sexual Assault</b>	Chatham
	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>		Appling
<b>Stalking</b>	Ben Hill	<input type="text"/>	<input type="text"/>	<input type="text"/>	<b>Stalking</b>	Ben Hill
		20-24 Years	25-29 Years	30-34 Years		

In this version, the age demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the age group does not apply, you will enter zero. For example, the grid above should be read as follows:

- How many **Domestic Violence** victims in **Appling County** did my agency serve who are between the ages of **20-24, 25-29, or 30-34** years?

If you provided DV victims in Appling ages 20-24 and 25-29 but did not serve any ages 30-34, you will enter zero in the 30-34 box for DV Victims in Appling County.

**Note:** The demographics questions will list the totals that you entered on screen three previously. As before, the number of victims you enter in the age grid must be equal to the total numbers you entered on screen 3.

## Screen Eight: Gender Demographics

**DEMOGRAPHICS** Please enter the number of new victims served under each **gender** category. When finished, click on **next** to proceed. Please enter '0' if no victims were served under a particular demographic.

Please remember the totals you entered previously:

Domestic Violence: 150, Sexual Assault: 100, Co-Victims of Sexual Assault: 0, Stalking: 120

		Male	Female	Transgender	Unknown		
Domestic Violence	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Domestic Violence	Appling
	Brooks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Brooks
Sexual Assault	Calhoun	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Sexual Assault	Calhoun
	Chatham	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Chatham
Stalking	Appling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Stalking	Appling
	Ben Hill	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Ben Hill
		Male	Female	Transgender	Unknown		

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In this version, the gender demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the age group does not apply, you will enter zero. For example, the grid above should be read as follows:

- How many **Domestic Violence** victims in **Appling County** did my agency serve who are between Men, Women, Trans\*, or Unknown?

If you provided DV victims in Appling who were female and unknown but did not serve any who were trans\* or male, you will enter zero in the Transgender and Unknown boxes for DV Victims in Appling County.

## Screen Nine: Race Selection

**Victims' Services Statistical Report**

**DEMOGRAPHICS** Please select the race categories of the victims served for **ALL NEW VICTIMIZATIONS** selected in this category.

- African American (Black)
- Asian
- Caucasian (White)
- Hispanic/Latino
- Multiracial
- Other
- Unknown

Note: The selections you make here will populate the *columns* of the *race grid* on the following screen.

In this version, you will now be able to select only the race groups to whom you've provided service. Select the applicable groups before clicking next to proceed.

## Screen Ten: Race Demographics

**DEMOGRAPHICS** Please enter the number of new victims served under each **race** category. When finished, click on **next** to proceed. Please enter '0' if no victims were served under a particular demographic. Please remember the totals you entered previously:

Domestic Violence: 150, Sexual Assault: 100, Co-Victims of Sexual Assault: 0, Stalking: 120

		African American (Black)		Caucasian (White)			
Domestic Violence	Appling	<input type="text" value="0"/>	<input type="text" value="0"/>	Domestic Violence	Appling	<input type="text" value="0"/>	<input type="text" value="0"/>
	Brooks	<input type="text" value="0"/>	<input type="text" value="0"/>		Brooks	<input type="text" value="0"/>	<input type="text" value="0"/>
	Calhoun	<input type="text" value="0"/>	<input type="text" value="0"/>		Calhoun	<input type="text" value="0"/>	<input type="text" value="0"/>
Sexual Assault	Chatham	<input type="text" value="0"/>	<input type="text" value="0"/>	Sexual Assault	Chatham	<input type="text" value="0"/>	<input type="text" value="0"/>
	Appling	<input type="text" value="0"/>	<input type="text" value="0"/>		Appling	<input type="text" value="0"/>	<input type="text" value="0"/>
Stalking	Ben Hill	<input type="text" value="0"/>	<input type="text" value="0"/>	Stalking	Ben Hill	<input type="text" value="0"/>	<input type="text" value="0"/>
			African American (Black)		Caucasian (White)		

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In this version, the race demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the age group does not apply, you will enter zero. For example, the grid above should be read as follows:

- How many **Domestic Violence** victims in **Appling County** did my agency serve who are **African American** and/or **Caucasian**?

If you provided DV victims in Appling who were Caucasian but did not serve any who were African American, you will enter zero in the African American box for DV Victims in Appling County.

## Screen Eleven: Disability Demographics

**Victims' Services Statistical Report**

**DEMOGRAPHICS** Please enter the number of new victims served under each **disability** category. When finished, click on **next** to proceed. Please enter '0' if no victims were served under a particular demographic.

		Disabled	Not Disabled	Unknown		
Domestic Violence	Appling	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Domestic Violence	Appling
	Brooks	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>		Brooks
	Calhoun	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>		Calhoun
Sexual Assault	Chatham	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Sexual Assault	Chatham
	Appling	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>		Appling
Stalking	Ben Hill	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Stalking	Ben Hill
		Disabled	Not Disabled	Unknown		

In this version, the disability demographics of new victims served will be collected based on the type of crime served and the county in which the victim resides. If the age group does not apply, you will enter zero. For example, the grid above should be read as follows:

- How many **Domestic Violence** victims in **Appling County** did my agency serve who are **Disabled, Not Disabled, and/or Unknown**?

If you provided DV victims in Appling who were Unknown and Not Disabled but did not serve any who were Disabled, you will enter zero in the Disabled box for DV Victims in Appling County.



# Total Service Units & Existing Victimizations

CJCC will collect the **total units** of each service provided to new victims. This section will be the same as the previous version of the VSSR. The way services are collected for **existing** victims will not change. Therefore, these sections will not be included in this guide.

# New Sections: Agency Capacity and Victims' Compensation

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*The following presentation will cover the questions contained in these new sections as well as data points that should be collected for these sections.*

# Agency Capacity

In an effort to track ongoing capacity constraints, we have added three questions to the end of the VSSR. “Capacity” refers to the maximum number of victims your agency can serve annually – **regardless of funding stream**. These are the **only** statistics we are collecting for your *entire* agency in the VSSR. All other statistics should be reported based on the funding stream.

# Agency Capacity: Screen 1

Victims' Services Statistical Report

**Agency Capacity:** For your *entire* agency, regardless of funding source, **how many victims did you serve for VOCA Q1 (Oct1-Dec31) DUE BY JAN 30?**

Don't Know

**Agency Capacity:** For your *entire* agency, regardless of funding source, **how many victims did you identify but were unable to serve for VOCA Q1 (Oct1-Dec31) DUE BY JAN 30?**

Don't Know

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We are measuring capacity for victim services in the state in two ways – first we measure the **total number of victims your agency served** in a given quarter. Second we ask **whether any victims sought services from your agency, but you were unable to serve the victim at all**. If you provide the victim with *some of the services they seek* but not others, that victim would count as served.

## Agency Capacity: Screen 2

**Victims' Services Statistical Report**

**Agency Capacity** Why were you unable to serve those victims? (Please select all that apply)

- Conflict of Interest
- Hours of Operation
- Insufficient/lack of culturally appropriate services
- Insufficient/lack of language capacity (including sign language)
- Insufficient/lack of services for disabled victims
- Lack of child care
- Program reached capacity
- Victim was placed outside of jurisdiction.
- Lack of sufficient funding to meet program's needs
- Lack of beds/space
- Lack of staff/volunteers
- Services were not suitable for victims with mental health issues
- Services were not suitable for victims with substance abuse issues
- Services were not suitable for victims with certain medical issues.
- Transportation Barriers
- Victim did not qualify for services.
- Unable to contact victim in a case/Victim refused services
- Victim did not require services
- We were able to serve all victims identified during VOCA Q1 (Oct1-Dec31) DUE BY JAN 30**

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In addition to asking about whether there were any victims you were unable to serve, we also ask about the reasons your agency was unable to serve those victims.

## Agency Capacity: Reasons Your Agency is Unable to Serve

- Conflict of Interest
- Hours of Operation
- Insufficient/lack of culturally appropriate services
- Insufficient/lack of language capacity (including sign language)
- Insufficient/lack of services for disabled persons
- Lack of child care
- Program reached capacity
- Victim was placed outside of jurisdiction.
- Lack of sufficient funding to meet program's needs
- Lack of beds/space
- Services were not suitable for victims with mental health issues
- Services were not suitable for victims with substance abuse issues
- Services were not suitable for victims with certain medical issues
- Transportation Barriers
- Victim did not qualify for services
- Lack of staff/volunteers to administer service
- Unable to contact victim in a case/victim refused services
- Victim did not require services

# Victims' Compensation

In an effort to track the awareness of Crime Victims' Compensation Program among eligible victims, we have added the new *Victims' Compensation* section to the end of the VSSR. It contains five questions and may not require the collection of additional statistics.

# Victims' Compensation: Screen 1

Victims' Services Statistical Report

How many **total** FullPart Time staff does your agency have?

  
 Don't Know

How many of your FullPart Time staff members have attended CJCC-sponsored Victims' Compensation training **within the last 15 months**?

  
 Don't Know

What is your agency's most frequently used method of notifying victims of eligibility for the Victims' Compensation program?

In Person  
 By Mail, using a separate notice  
 By Mail, using an insert within a victims' assistance packet  
 By Phone  
 By Email, via a separate notice  
 By Email, via an insert within a victims' assistance packet  
 Our agency does not notify victims of eligibility for Victims' Compensation

How often do you remind victims of their eligibility for Victims' Compensation?

Our agency gives ONE reminder.  
 Our agency gives TWO to THREE reminders.  
 Our agency gives FOUR to FIVE reminders.  
 Our agency gives SIX or MORE reminders.  
 Our agency does not remind victims after initial notification.

In this section, we would like to know:

- Your agency's **total number of paid staff**
- Your agency's total number of paid staff **who have attended Victims' Compensation training within the last 15 months**
- Your most frequently used method of notifying victims about CVCP *and*,
- How often you remind victims of their CVCP eligibility.



## Victims' Compensation: Screen 2

Victims' Services Statistical Report

On a scale of 1-5, with 1 being *Very Poor* and 5 being *Very Good*, please rate your agency staff's knowledge of the following components of Victims' Compensation:

	5 - Very Good	4 - Good	3 - Fair	2 - Poor	1 - Very Poor	
How to Qualify for Crime Victim Compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	How to Qualify for Crime Victim Compensation
Minimum Requirements for a Complete Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Minimum Requirements for a Complete Application
How Much Financial Assistance is Available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	How Much Financial Assistance is Available
Types of Crime Eligible for Compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Types of Crime Eligible for Compensation
	5 - Very Good	4 - Good	3 - Fair	2 - Poor	1 - Very Poor	

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In this section, we would like to collect your level of knowledge on the following CVCP topics:

- How to Qualify for CVCP
- Minimum Requirements for a Complete Application
- How Much Financial Assistance is Available
- Types of Crime Eligible for Compensation

# Final Notes

- The New VSSR will have a summary page that you may print for your records.
- There will be a warning page, so no more clicking submit without being able to make changes.
- The VSSR is a living document. While we will not make large sweeping changes for years to come, there may be minor changes from time to time.