

# Victim Services' Statistical Report

## Definitions of Services, Including Units of Service

Type of Services are defined below, along with the unit of service for each type of service. Each type of service has a different unit of service. All victim assistance programs DO NOT DELIVER the same type of services to the victims they serve. Types of Services are used to count NEW victims by services received in Table, while Table counts total units of service delivered to ALL VICTIMS served. Some types of services are delivered to victims only a single time, while other types of services may be delivered multiple times. Some types of services are delivered immediately after the victimization, while others may not be delivered to the victim until some time as passed after the victimization. Not all victim assistance agencies deliver all of these types of services to the victims they serve. Some agencies may deliver some services to a portion but not all of the victims they serve.

### 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. Includes safety planning with victims. 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** *Each separate in-person encounter between advocate and victim, regardless of duration, that focuses on crisis intervention,*  
**Service:** *emotional support, safety planning, options, and counseling.*

### Telephone Hotline Crisis Counseling

Refers to provision of crisis hotline telephone counseling by trained professionals or volunteers on a 24 hour/7 day a week basis.

**Unit of** *Each separate telephone encounter between advocate and victim, regardless of duration, that focuses on crisis intervention,*  
**Service:** *emotional support, safety planning, options, and counseling.*

### Follow-Up

Refers to in-person contacts, telephone calls, and written communications with victims to offer emotional support, provide empathetic

**Unit of** *Each separate encounter, in-person, on the telephone, or written communications between advocate and victim, regardless*  
**Service:** *of duration, that focuses on providing emotional support, empathetic listening, checking on victim's emotional state,*

### Therapy

Refers to intensive professional psychological and or psychiatric treatment for individuals, couples, and family members related to

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

**Group Treatment**

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

**Unit of** *Each separate group meeting or session, reflecting the duration of a standard support group meeting, that focuses on*  
**Service:** *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

**Unit of** *Each separate "bed-night" or the provision of any portion of one night's shelter is the standard unit of service; included in*  
**Service:** *each "bed-night" are meals and other supplies provided to victims. NOTE: Victims admitted at any time during a night*

**In Person Information/Referral**

Refers to in-person contacts with victims during which time services and available support are identified. Includes non-emergency safety

**Unit of** *Each separate in-person encounter between advocate and victim, regardless of duration, that focuses on any or all of the*  
**Service:** *following: obtaining information from the victim that can help in planning services; providing information about programs*

**Telephone Contact/Information/Referral**

Refers to telephone contacts with victims during which time services and available support are identified. Includes non-emergency safety

**Unit of** *Each separate telephone encounter between advocate and victim, regardless of duration, that focuses on any or all of the*  
**Service:** *following: obtaining information from the victim that can help in planning services; providing information about programs*

**Outreach/LE Contacts (Victim Liaison Only)**

Refers to following up, in-person or by telephone, with victims contacted only by law enforcement to determine if assistance is required;

**Unit of** *Each separate encounter, in-person, on the telephone, or in writing, between a victim advocate placed with a law*  
**Service:** *enforcement agency and a victim contacted by a representative of the law enforcement in response to the report of a crime*

**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 temporary restraining orders, injunctions, and other protective orders, elder abuse petitions, and child abuse petitions

**Unit of** *Each separate encounter, in-person, on the telephone, or in writing, between a legal advocate or regular advocate and*  
**Service:** *victim, to do necessary preparation to file temporary restraining orders, injunctions, and other protective orders or to attend*

**Other Emergency Assistance**

Refers to the provision of emergency transportation, food, clothing, and other non-monetary resources but does not include provision or  
**Unit of** *Each separate provision of emergency assistance, other than shelter or financial assistance, made by the advocate on behalf of the victim.*  
**Service:** *of 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  
**Unit of** *Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf of the victim.*  
**Service:** *of the victim, to support the victim's active participation in the criminal justice system. Includes accompanying victims to*

**Personal Advocacy**

Refers to assisting victims in securing rights, remedies, and services from other agencies; locating emergency financial assistance,  
**Unit of** *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*

**Assistance in Filing Victims' Compensation**

Includes making victims aware of the availability of crime victim compensation, assisting the victim in completing the required forms,  
**Unit of** *Each separate action taken, in person, on the telephone, or in writing, to assist victims in filing for victims' compensation;*  
**Service:** *includes informing victims about victims' compensation, providing assistance with the application process, and following up*

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

Includes making victims aware of the availability of TANF benefits and related social services, assisting the victim in completing the  
**Unit of** *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*

**Non-Emergency Legal Advocacy**

Refers to filing temporary protective orders, converting temporary orders to permanent orders, other injunctions, elder abuse and child  
**Unit of** *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*

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

**Victim Impact**

Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering

**Unit of** *Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf*

**Service:** *of the victim, to support the victim's preparation and delivery of Victim Impact Statements during trial, clemency hearings,*

**CJS Accompaniment**

Refers to emotional support and physical accompaniment during interviews with law enforcement and prosecutors; escort victims to

**Unit of** *Each separate encounter between advocate and victim, when the advocate accompanies and stays with the victim to*

**Service:** *provide support.*

**Victim Support**

Refers to support, assistance, and advocacy provided to victims at any stage of the criminal justice process, including information about

**Unit of** *Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf*

**Service:** *of the victim, that enables the victim to participate actively in the criminal justice process, with an emphasis on practical*

**Victim Safety**

Refers to the coordination of communication with necessary professionals of the on-going activities of the defendant that is putting the

**Unit of** *Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf*

**Service:** *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

**Unit of** *Each separate communication in person, on the telephone, or in writing between advocate and victim, as well as*

**Service:** *preparation and actions taken by the advocate on behalf of the victim, to keep the victim informed about the status of the*

**CJS Explanation**

Refers to information and assistance provided to victims explaining the criminal justice process and what is happening at each stage of

**Unit of** *Each separate encounter between advocate and victim, as well as preparation and actions taken by the advocate on behalf*

**Service:** *of the victim, to explain the criminal justice system and the status of the victim's case.*

## Questions & Answers about Quarterly Reporting

**What changes have been made in this form compared to the old form?**

*The new form adds additional categories of victims by type of victimization, and includes some additional types of services provided. The biggest differences between the old and the new forms is the addition of pages for "existing victims" served. The old form only asked for New victims served each quarter. Finally, the new form asks about services delivered -- the old form only asked for victims served, first by type of victimization, and second by type of services received. The additional information allows us to report more completely and accurately the total number of crime victims served and the total number of services provided.*

**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.*

**How do I determine which service is which? They seem to overlap.**

*Please take note of some of the distinguishing features used to separate services. These features include: emergency versus non-emergency; in-person versus on the telephone or in writing; specialized advocate/therapist versus regular victim advocate; emotional support/counseling versus instrumental assistance/case management; and direct services to the victim from your agency versus advocacy on behalf of the victim with other agencies.*

**If I am not a prosecution-based victim assistance agency, do I have to fill out Worksheet IIIC? Do all prosecution-based victim assistance agencies have to fill out Worksheet IIIC?**

*Worksheet IIID is only for the prosecution-based victim witness agencies and is optional for them. Services and definitions of the services listed were provided by the Prosecuting Attorneys' Council.*

**What is the difference between "new" and "existing" victims? This seems like a lot of extra work.**

*"New" victims refer to victims never before served by your agency, or victims previously served who have returned for services because they have incurred a new victimization (not uncommon with victims of domestic violence). "Existing" victims refer to victims you began serving in a previous quarter to whom you are still continuing to provide services. Previous reporting requirements asked only for "NEW" victims each quarter and overlooked the portion of your case load/service population that was continuing to receive services.*

*Yes, it is more work, but it does provide a more accurate count of your case load and the total amount of services being provided to victims of crime.*

**Why are we counting services again on Section IIIB when we count services in Section IIA as well?**

*Section IIIA is a count of victims not services. It counts the number of victims receiving a service by the type of service*

VER.3.10