

# AZ Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2019 to Sept 30, 2020]

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

<b>OVC VOCA Assistance Funds</b>				
	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>	<b>2019-V2-GX-0041</b>	<b>2020-V2-GX-0054</b>
<b>Federal Award Amount</b>	\$39,074,401.00	\$70,800,365.00	\$48,758,272.00	\$36,496,500.00
<b>Total Amount of Subawards</b>	\$38,761,479.00	\$28,468,272.00	\$0.00	\$0.00
<b>Total Number of Subawards</b>	153	86	0	0
<b>Administrative Funds Amount</b>	\$312,922.00	\$3,500,000.00	\$2,400,000.00	\$1,824,825.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$0.00	\$38,832,093.00	\$46,358,272.00	\$34,671,675.00

<b>Subgrantee Organization Type</b>				
<small>The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</small>				
<b>Type of Organization</b>	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>	<b>2019-V2-GX-0041</b>	<b>2020-V2-GX-0054</b>
<b>Government Agencies Only</b>	<b>75</b>	<b>28</b>	<b>0</b>	<b>0</b>
Corrections	1	0	0	0
Courts	6	1	0	0
Juvenile Justice	2	0	0	0
Law Enforcement	12	6	0	0
Prosecutor	47	15	0	0
Other	7	6	0	0
<b>Nonprofit Organization Only</b>	<b>78</b>	<b>58</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	6	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	21	21	0	0
Faith-based Organization	1	1	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	20	15	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	4	3	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	0	1	0	0
Multiservice agency	14	9	0	0
Other	12	8	0	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	0	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
<b>Campus Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	0	0	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
<b>Total Number of Subawards</b>	<b>153</b>	<b>86</b>	<b>0</b>	<b>0</b>

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

<b>Subaward Purpose</b>				
A single SAR can select multiple purposes. Numbers are not unique				
	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>	<b>2019-V2-GX-0041</b>	<b>2020-V2-GX-0054</b>
A. Continue a VOCA-funded victim project funded in a previous year	132	71	0	0

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B. Expand or enhance an existing project not funded by VOCA in the previous year	16	9	0	0
C. Start up a new victim services project	5	5	0	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	1	0	0

**VOCA and Match Funds**

A single SAR can select multiple service types. Numbers are not unique

	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054
A.INFORMATION & REFERRAL	151	86	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	141	82	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	134	83	0	0
D.SHELTER/HOUSING SERVICES	44	37	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	124	68	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	153	86	0	0

**Priority and Underserved Requirements**

Priority Area	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054
<b>Child Abuse</b>				
Total Amount	\$3,908,541.00	\$770,026.00	\$0.00	\$0.00
% of Total Federal Award	10.00 %	1.00 %		
<b>Domestic and Family Violence</b>				
Total Amount	\$15,111,835.00	\$11,832,962.00	\$0.00	\$0.00
% of Total Federal Award	39.00 %	17.00 %		
<b>Sexual Assault</b>				
Total Amount	\$3,911,814.00	\$1,895,202.00	\$0.00	\$0.00
% of Total Federal Award	10.00 %	3.00 %		
<b>Underserved</b>				
Total Amount	\$15,829,284.00	\$13,970,082.00	\$0.00	\$0.00
% of Total Federal Award	41.00 %	20.00 %		

**Budget and Staffing**

Staffing Information	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054
Total number of paid staff for all subgrantee victimization program and/or services	2474	1574		

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Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1557774	715671		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	6632	1338		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	213128	78836		

**AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA**

Victimization Type						
Victimization Type	Number of Subgrantees Indicating Intent to Serve This Victim Type	Number of Individuals Who Actually Received Services Based on a Presenting Victimization				
		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	72	6563	7650	7567	8197	7494
Adult Sexual Assault	87	2206	2193	1914	2008	2080
Adults Sexually Abused/Assaulted as Children	54	892	928	670	634	781
Arson	30	158	200	210	185	188
Bullying (Verbal, Cyber or Physical)	32	692	653	486	381	553
Burglary	42	2345	2915	2613	2556	2607
Child Physical Abuse or Neglect	5	3367	3159	3377	2900	3200
Child Pornography	35	88	109	147	134	119
Child Sexual Abuse/Assault	83	3631	3685	3138	3524	3494
Domestic and/or Family Violence	22	18151	18261	18086	18826	18331
DUI/DWI Incidents	1	1535	1689	1348	1483	1513
Elder Abuse or Neglect	55	3321	3035	3111	3440	3226
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	13	79	43	45	55	55
Human Trafficking: Labor	27	47	41	30	36	38
Human Trafficking: Sex	1	171	196	166	158	172
Identity Theft/Fraud/Financial Crime	49	14876	15834	15468	15641	15454
Kidnapping (non-custodial)	42	566	513	490	532	525
Kidnapping (custodial)	35	71	116	65	123	93

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Mass Violence (Domestic/International)	11	93	98	51	48	72
Other Vehicular Victimization (e.g., Hit and Run)	36	902	1173	821	881	944
Robbery	48	1454	1574	1288	1394	1427
Stalking/Harassment	68	1887	2131	1503	1909	1857
Survivors of Homicide Victims	3	5018	2840	2523	2846	3306
Teen Dating Victimization	27	409	358	162	73	250
Terrorism (Domestic/International)	8	29	22	22	20	23
Other	36	7760	7651	8003	7949	7840

Special Classifications of Individuals					
Special Classifications of Individuals	Number of Individuals Self Reporting a Special Classification				
	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Deaf/Hard of Hearing	451	546	474	619	1627
Homeless	1378	1292	973	1138	5522
Immigrants/Refugees/Asylum Seekers	879	791	538	596	3588
LGBTQ	404	352	329	319	1481
Veterans	517	739	499	545	1713
Victims with Disabilities: Cognitive/Physical /Mental	2874	2986	2530	2615	9196
Victims with Limited English Proficiency	2007	1691	1654	1822	6937
Other	305	198	47	414	902

General Award Information				
Activities Conducted at the Subgrantee Level			Number	Percent
Total number of individuals who received services during the Fiscal Year.			241136	
Total number of anonymous contacts who received services during the Fiscal Year			17551	
Number of new individuals who received services from your state for the first time during the Fiscal Year.			132380	54.90 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?			27911	11.57 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.			8243	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	3752	2.83 %
Asian	882	0.67 %
Black or African American	8295	6.27 %

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Hispanic or Latino	20798	15.71 %
Native Hawaiian or Other Pacific Islander	358	0.27 %
White Non-Latino or Caucasian	48689	36.78 %
Some Other Race	4690	3.54 %
Multiple Races	1359	1.03 %
Not Reported	34342	25.94 %
Not Tracked	9215	6.96 %
<b>Race/Ethnicity Total</b>	<b>132380</b>	
<b>Gender Identity</b>		
Male	34531	26.08 %
Female	69414	52.44 %
Other	133	0.10 %
Not Reported	22676	17.13 %
Not Tracked	5626	4.25 %
<b>Gender Total</b>	<b>132380</b>	
<b>Age</b>		
Age 0- 12	10057	7.60 %
Age 13- 17	6110	4.62 %
Age 18- 24	10778	8.14 %
Age 25- 59	51126	38.62 %
Age 60 and Older	19733	14.91 %
Not Reported	26901	20.32 %
Not Tracked	7675	5.80 %
<b>Age Total</b>	<b>132380</b>	

Direct Services				
Service Area	# of Subgrantees That Provided Services in This Category	# of Individuals/Contacts Receiving Services	Specific Service	Frequency of Service
A. Information & Referral	142	157791	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	134335
			A2. Information about victim rights, how to obtain notifications, etc.	127051
			A3. Referral to other victim service programs	42367

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	111466
B. Personal Advocacy/ Accompaniment	123	39377	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1743
			B2. Victim advocacy/accompaniment to medical forensic exam	2270
			B3. Law enforcement interview advocacy/accompaniment	5648
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	92385
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	2603
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2265
			B7. Intervention with employer, creditor, landlord, or academic institution	11217
			B8. Child or dependent care assistance (includes coordination of services)	6895
			B9. Transportation assistance (includes coordination of services)	15627
			B10. Interpreter services	6074
C. Emotional Support or Safety Services	134	82241	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	75875
			C2. Hotline/crisis line counseling	37423
			C3. On-scene crisis response (e.g., community crisis response)	5524
			C4. Individual counseling	91513
			C5. Support groups (facilitated or peer)	19131
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	8677
			C7. Emergency financial assistance	3143
D. Shelter/ Housing Services	50	4755	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	35980
			D2. Transitional housing	12272

			D3. Relocation assistance (includes assistance with obtaining housing)	2189
E. Criminal/ Civil Justice System Assistance	116	146412	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	207429
			E2. Victim impact statement assistance	13877
			E3. Assistance with restitution	50203
			E4. Civil legal assistance in obtaining protection or restraining order	10603
			E5. Civil legal assistance with family law issues	14484
			E6. Other emergency justice-related assistance	4689
			E7. Immigration assistance	1333
			E8. Prosecution interview advocacy/accompaniment	8034
			E9. Law enforcement interview advocacy/accompaniment	3134
			E10. Criminal advocacy/accompaniment	75956
E11. Other legal advice and/or counsel	5858			

### ANNUAL QUESTIONS

#### Grantee Annually Reported Questions

Question/Option	Count
<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	1
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	2
Number of people trained or attending education events during the reporting period.	49
Number of events conducted during the reporting period.	2
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	1
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	
None.	



**Describe any planning or training events held during the reporting period.**

VOCA Victim Assistance funds were utilized to support two victim advocate academies to provide basic advocate training to individuals. One academy was held in Phoenix in January 2020 and another took place in Flagstaff in August 2020.

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

The Coronavirus pandemic has caused many programs in Arizona to revise its daily operating procedures and policies. Following are some of the changes made in the provision of services to crime victims: hazard pay, sick time, self-care for crisis workers, health safety precautions, intake definitions, procedures, cleaning protocols, working remotely, crisis response, communication protocols (email, phones, zoom, etc.), adjusting follow up procedures to a more extensive level to provide increased emotional support, offering group meetings more frequently but to a lesser number in attendance, implementing electronic health records, implementing standard screening questions and temperature checks, developing and implementing triaging plans, requiring masks and signing in/out logs, recording in-person contacts, telephone screenings the morning of appointments and moving those with elevated COVID risks to telemedicine, moving groups to telehealth while working with clients with unreliable internet connections, implementing telehealth policies (cameras must remain on during the entire session, sending messages directly to hosts if being triggered, ensuring no one else is in the room for the appointments), suspension of all in person crisis responses unless in extenuating circumstances, temporary suspension of all in-person court advocacy and later re-instate with fewer advocates in court at any given time. // The Arizona Attorney General's Office reports it formalized two new policies for staff. The first policy addresses A.R.S. 13-4430 to explain exculpatory material and perjury and provides a process for advocates to follow if they are presented with exculpatory information from a victim or knows that the victim has or will commit perjury. The statute often causes confusion with advocates statewide and OVS, in coordination with an attorney with expertise on the issue and OVS legal counsel, created the policy to provide concrete processes for advocates to ensure victims rights are followed but the honor of the criminal justice system and due process are preserved.// Tucson Centers for Women and Children noted a change in its policies to mitigate the spread of COVID in its communal shelter environment leading to a non-congregate shelter model using hotel rooms. It has now fully made the switch to a non-congregate emergency shelter model, which it intends to sustain throughout the remainder of the pandemic and beyond (pending sufficient funding). Partnering with local hotels provides a reduced nightly rate and the ability to adopt safety procedures. Staff are available on site to provide basic needs supplies, and then offer virtual sessions to ensure that shelter residents are able to receive other forms of support without unnecessary risks related to COVID.// The City of Maricopa Police Department completed a Limited English Proficiency (LEP) Policy and implemented the use of the language line to include sign language.// The Mohave County Attorney's Office program policies were adjusted to accommodate the required use of the Arizona Protective Order Initiation & Notification Tool (AZPOINT) system for Orders of Protections and Injunctions Against Harassments. The AZPOINT system eliminated the use of paper forms to obtain an Order of Protection/Injunction Against Harassment and made the forms available online only.

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

Following are examples of earned media coverage during the 2020 period: HAVEN Family Resource Center's (HFRC) outreach events (Child Abuse Prevention Month, Domestic Violence Awareness Month, etc.) are always covered by the local media, including radio donated PSAs, newspapers, online social media accounts such as Facebook and online magazines (example-River Scene Magazine). Its partnerships with local law enforcement agencies, the school district and other social services organizations were highlighted several times in the media this year. HFRC also had an increase of media coverage this current grant cycle due to its involvement in several high-profile cases that resulted in court cases and convictions.// The Glendale Family Advocacy Center was highlighted on Telemundo and Local Media channels (3, 10) for a significant charitable donation provided to us by the Put on the Cape Foundation.// The Area Agency on Aging DOVES Transitional Housing Program has earned several media coverage events/episodes during this reporting period. Earned media print releases include Arizona Republic- How to Report Vulnerable Adult Abuse; AZCentral- Here's What to Do if You Suspect a Vulnerable Adult is Being Abused; Area Agency Domestic Violence Calls news release; My Turn – Social Distancing Can Mask Elder Abuse. In addition to news releases, an interview broadcast was on NPR/KJZZ regarding victims of elder abuse. // During Domestic Violence Awareness month, Chicano's Por La Causa (CPLC) had multiple media coverages that included Univision and Telemundo networks and Facebook and Instagram. Additionally, CPLC aired on Prese Hispana, Univision, a live televised event with the Mexican Consulate in Phoenix and several local radio stations, impacting thousands of people who were listening throughout the Phoenix metropolitan area. // EMPACT-SPC's staff was interviewed by the radio station KJAZZ regarding trauma therapy. // Cottonwood Police Department's Victim Assistance Program has a therapy dog that provides assistance and comfort to crime victims. The local paper covered this addition to the Program with an article about the dog and pictures of the dog, along with Victim Assistance staff and our local Municipal Court judge.// Catholic Charities Community Services Sr. Program Manager of the Pathways Program was interviewed by KJZZ the local affiliate for National Public Radio on the increase of domestic violence services due to the pandemic, Fox News 10 to discuss the domestic violence with stay at home orders, and the East Valley Tribune on recent trends with serving victims of domestic violence.// An article about Jewish Family and Children's Services of Southern Arizona's (JFSC) Project Safe Place (PSP) was published in a local magazine called The Desert Leaf. The article, titled Helping Trauma Survivors: Project Safe Place, centered around an interview with JFCS Vice President of Clinical Services about the PSP program and how it helps to serve victims in the local community. Additionally, the Arizona Jewish Post

has published numerous articles on the work of JFCS over the past year. Of particular note to the field of victim services is an article about our trauma-informed trainings titled JFCS trainings explain agency's trauma-informed approach to care, by Lauren Bookwalter. The article briefly discusses what trauma is and some of the core ideas behind trauma-informed care, as well as its importance to mental health counseling.// The Pima County Juvenile Court's Court Appointed Special Advocate (CASA of Pima County) program was the subject of a story on KVOA, Telemundo, and KOLD regarding the need for volunteers. CASA of Pima County was the subject of a local radio show, Broad Perspectives, and was featured in an Arizona Daily Star article regarding child welfare and the need for volunteers. Cox Media also aired 110 PSAs from 10/01/2019 to 09/29/2020 over a variety of cable channels including Oxygen Network, HLN, MSNBC, among others.// The Mohave County Attorney Victim/Witness Program's Domestic Violence Advocate was interviewed by a local reporter for an article which was published in The Standard Newspaper with the headline Man kills pet, himself as National Domestic Awareness Month kicks off and titled Break The Silence Against Domestic Violence. // The Domestic Violence Awareness Night held by the City of Mesa Prosecutor's Office was broadcast on Mesa Channel 11. In addition, one Spanish speaking Victim Services Assistant was contacted and interviewed by Telemundo (a Spanish-speaking television station) at the Domestic Violence Awareness Night. During the interview, the advocate informed the Spanish-speaking community about the event, the services provided by Mesa Prosecutor's Office Victim Services Unit, and information on protective orders, safety planning and community resources.

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

Unfortunately, this May 2020, the Glendale Police Department experience a mass shooting incident at the Westgate Entertainment District. The Victim Assistance Unit initially coordinated and consulted with the Federal Bureau of Investigation's (FBI) Victim Service Phoenix Division to provide crisis services. Talking direction from this partner, within 12 hours of the incident, the Glendale Victim Assistance Unit (GVAU) had created a victim hotline. Follow the initial days, GVAU partnered with the Maricopa County Attorney Victim Compensation, Maricopa County Attorney Office, Arizona Department of Public Safety, and Arizona Criminal Justice Commission to address the ongoing needs of victims to include trauma counseling, medical bill, case management, and victim rights. Kingman Aid to Abuse People (KAAP) had four cases with the National Parks Services during the reporting period. A new collaboration for KAAP was working with the National Parks Service Victim Witness Program in effort to provide a victim of physical and sexual assault with Victim Compensation and coordinate supportive services for adequate aftercare services, such as lay-legal advocacy, emergency shelter, case management, etc. Arizona's Children Association's Las Familias program is a member of the Multidisciplinary Team (MDT) hosted at the Southern Arizona Child Advocacy Center (SACAC) which includes in addition to SACAC and Las Familias staff, the Az Department of Child Safety (DCS), Pima County Attorney's Office, Office of Children's Council (OCC), Victim Services and all law enforcement entities of Pima County including Tribal Law Enforcement. Through these meetings all entities attempt to address and improve coordinated responses of the investigation of child abuse utilizing the Multidisciplinary Protocol for the Investigation of Child Abuse as a foundation. Las Familias works actively with DCS, SACAC and the local community behavioral health plans and other subcontracted behavioral health agencies to provide trauma informed, evidence-based interventions and best practices. This includes assisting all victims of childhood sexual abuse, youth and adults, and their family members for healing from their victimization. Las Familias also works with SACASA/CODAC and Emerge on referrals for services for sexual assault/domestic violence victims. All services offered to domestic violence patients/victims through the Pinal County Attorney's Office were part of a multi-disciplinary team approach that involved coordinated responses and services for victims. The medical forensic exams were provided at secure, private advocacy center locations. One exam was completed in the emergency department in a neighboring jurisdiction due to the level of injury as well as to best serve the needs of the patient/victim and her family. Law enforcement as well as hospital personnel, including hospital social services/advocacy assisted with the coordination. In other situations, community agency advocates provided transportation to patients/victims who required follow-up care with specialists as well as to those that participated in the Barrows Neurological follow-up on domestic violence, strangulation and traumatic brain injury. CASA of Coconino County continues to collaborate with the Department of Child Safety (DCS), the Foster Care Review Board, attorneys and guardian ad-litem, behavioral health providers and teachers of child victims to advocate for services for foster children who are victims of abuse and neglect. CASAs attend DCS case plan staffing, Team Decision Making meetings and Child and Family Team Meetings. They also attend court hearings and school meetings. CASA coordinates with local community providers to ensure that children are afforded the same opportunities to participate in school and extracurricular activities as children who have not been victimized. Chrysalis Shelter for Victims of Domestic Violence's most prevalent coordinated response throughout the year is through its partnership with A New Leaf Safe DV Services (SAFEDVS). SAFEDVS provides one centralized phone number for victims seeking domestic violence shelter and has access to updated space availability – based on client needs and arranges for transportation. This process is geared to helping victims receive the best possible care while limiting the amount of time they are calling from shelter to shelter. Chrysalis staff attend monthly SAFEDVS meetings to ensure protocols are being followed and all programs are accepting victims without additional conditions or barriers.

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

Many service providers reported the lack of the following as major issues that (primarily) prevent victims from receiving assistance: transportation and public transportation; jobs; affordable housing; safe housing; transitional housing for single adults; relocation assistance; legal assistance and representation; wait lists for services; no residential treatment centers, psychiatric facilities or group homes for minor mothers with dependent children; foster homes, especially those for specialized placements; office resources; SANE nurses in rural areas; and communication and assistance in Spanish or other languages. Additionally, the following were also reported as hindrances in accessing or the provision of services to crime victims: fear of law enforcement; inconsistent enforcement of protective orders and injunctions against harassment; early disposition court, plea on demand and other initiatives that are aimed at accelerating the conclusion of a case are problematic in that victims rights at time go by the wayside; fear of deportation therefore victims are not reporting crime(s); and confusion of local legal systems. // COVID-19 also delayed or prohibited the provision of services: reduced hours/limited capacity; telephonic services only; direct and indirect representation, counseling and social work case management being limited to appropriate videoconferencing platforms; online only hearings; lack of stable internet connection; potential exposures and subsequent required testing and quarantine delays of victims and staff; reduced business hours for resource agencies; unable to obtain housing if a victim s partner was using exposure to COVID as a form of abuse; being triggered by having to wear masks; anxiety about leaving homes; financial struggles and job loss; lack of childcare and job loss as a result of having no childcare options and needing to stay home; and isolation and stress.// Reduced funding has also been of concern: reduced HUD funding, and the added hesitancy to apply because providers are unsure how stable the funds are; reduced governmental and overall funding; and funding cuts to mental health services.

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

Following are examples of coordination of public and private efforts within AZ communities to help crime victims: Amberly s Place, Inc. continues to raise awareness in the community by holding MDT, SART, and Domestic Violence and Sexual Abuse task force meetings. Our staff is also using some of our time outreaching in various parts of our community. Our Family Advocacy Center (FAC) has also made ourselves accessible via our website, social media outlets as well as our staff being present at important community events, such as the City Council meetings in Yuma, Somerton and San Luis advertising our services. One area that we assist in is going to the local court houses making the advocate available to victims attempting to navigate the system alone. The advocates would also be available to victims at the time of the defendants hearing. This outreach allows us to promote our center, so victims are aware of the services that the FAC provides. Here we are able to fully complete an intake and assessment to understand each and every one of their needs. Another quick and useful resource is visiting different agencies, and leaving pamphlets to our FAC. Coordination of Public and private efforts throughout our community are established both unofficially – such as those with Western Council of Governments, Chicanos por la causa, Campesinos Sin Fronteras and Community Legal Services and officially through Memorandums of Understanding, such as those in place with the various Law Enforcement agencies in the country, the Mexican Consulate, Regional Center for Border Health (RCBH) and Military Partners. This also includes the Children s Justice Project coordination efforts between this agency, the Department of Child Safety, the County Attorney s Office, and a representative from a law enforcement agency to bring mandated reporter training to the appropriate individuals in the community./// Kingman Aid to Abused People (KAAP) promoted coordination of public and private efforts throughout the community through hosting awareness and educational booths at local Health and Safety Fairs, Kingman Regional Medical Center Kids Day and Women's Health Fair, Home Depot Health and Safety Fair, and Walk Away from Drugs/Take Back the Night Safety Fair. KAAP speaks at all Service Clubs annual/quarterly meetings to ensure victims/survivors and the community at large has immediate resources to help victims. KAAP youth/teen educator delivers "Speak Up/Stay Safe" sessions at all County Head Start programs, Pre-K thru 6th grade classrooms to promote child safety and to know that their bodies belong to them. February, Teen Dating Violence Awareness month, KAAP advocates, Community Legal Services and Mohave County Victim Witness representatives hosted a booth at the two local High Schools. Awareness material/promotional items on "Healthy vs Unhealthy Relationships were handed out to over 400 students./// CASA of Coconino County continues to work with Coconino CASA for Kids, AZ127 and the Coconino Coalition for Children and Youth which are all non-profit agencies who assist victims of child abuse. We collaborate on education, foster care recruitment and training advocacy for the needs of children in the foster care system. We have also worked with Prevent Child Abuse Arizona to continue providing special training regarding child abuse victims under the age of 5. With the help of VOCA funding we have been able to participate in a variety of community resource meetings in outlying areas including Page, Fredonia, Williams and Tusayan.

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

Following are notable activities at the subgrantee level during the reporting period that improved the delivery of services to crime victims. Housing Solutions of Northern Arizona: We have worked over the past 18 months to identify funding resources and complete the pre-development approval process with the City of Flagstaff so we can add five transitional housing units to Sharon Manor, as a second story to one of our buildings. Construction is now under way and is expected to be completed in June 2021. In addition, we are remodeling the bottom floor of that building, converting communal living facility units into independent studio apartments. The expansion will enable us to serve 20% more families. The renovation will enable victim households to have privacy. In the future, each household will have its own restroom, kitchen and exterior entrance. There will

be no shared living space. This will increase privacy and safety for victims served at Sharon Manor.// Homicide Survivors, Inc. (HSI) rapidly shifted services during lockdown, and found new, creative, sustainable ways to increase our engagement with survivors. Survivors attend zoom workshops and support groups and we have added EZ text to increase frequency and efficiency in communications with survivors. Also, we have hired a part-time Victims' Rights Enforcement Attorney to represent survivors in criminal and civil matters pertaining to their victimization. HSI found safe ways to bring survivor focused community events forward, including events during National Crime Victims' Rights Week and National Day of Remembrance for Murder Victims, which had hundreds of survivors in attendance via drive-in and live streaming services. This increased outreach to survivors, as well as engagement in ongoing advocacy and support services.// Alice s Place: Providing an advocate in the Winslow Justice Court each week has improved delivery of lay legal and safety services. With additional transportation vans (VOCA funded) we have strengthened our Mobile Advocacy services and can reach individuals throughout a 40,000 square mile area. We have increased services to victims of sexual violence and have strengthened partnerships with NACASA and the Navajo County Family Advocacy Center.// Area Agency on Aging: For the clients we served, we were able to successfully deliver quality services and make a positive impact in our clients lives. We continue to see this in their pre/post scores on the Geriatric Depression Scale and Geriatric Anxiety Inventory, both evidence-based measurement tools, as well as through their verbal feedback when they complete their sessions. We also find that clients served on this grant are needing more sessions to complete therapy successfully rather than a brief mode of therapy due to the degree of trauma that they have experienced and their need for healing. Lastly, when the COVID-19 pandemic 'hit' in March 2020, Area Agency on Aging identified a need to help older adults obtain emergency food and provide reassurance calls to isolated adults who due to COVID-19 were unable to leave their homes. There were early reports of increase domestic violence due to the isolation as well as increased depression/anxiety. Reassurance calls are being placed to clients across Maricopa County and if clients report any type of symptoms (e.g. domestic violence, depression, etc.) we can assist immediately and intervene. City of Maricopa Police Department: There is ongoing communication and coordination with faith-based organizations in the City of Maricopa. Through the COVID pandemic several churches in Maricopa came forward to help fill gaps for victims through financial assistance, plumbing repairs, and other unique needs. During this reporting period the victim services unit met with the Vice-Mayor and other senior service representatives in the community to discuss the formation of a faith-based coalition that could continue beyond COVID to help the community as well as the senior population. The Maricopa Police Department Victim Services Unit, Family Advocacy Center and Police Chaplaincy has agreed to provide education on identification of Elder Abuse to the faith-based organizations.

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

Mesa Police Department: A 50-year-old female victim reported being assaulted by her ex-boyfriend, however police did not have probable cause to arrest the suspect for that incident. The victim advised the reporting officer that she had an active protective order against the defendant, and although the defendant admitted to the officer that he had made contact with the victim on the date alleged to pick up his medication, he was not charged with a violation of the protective order. The Victim Services Administrator was able to locate evidence of an active protective order in the AZPOINT system and contacted the DV Sgt. on behalf of the victim to request that the defendant be charged with violating the protective order. After further investigation, the defendant was charged with violating the protective order.// City of Phoenix Prosecutor s Office: In another case, the elder advocate assisted a 68-year-old Vietnam War Veteran who had been assaulted. The defendant in the case was upset at the victim s driving and began antagonizing the victim after he parked. The defendant walked up to the victim where an argument ensued, and the defendant spit in the victim s face. The elder advocate provided victims rights and encouraged participation in the case. At the change of plea, the advocate facilitated ADA accommodations for the victim to be present and heard. Although hesitant at first the victim decided to address the judge. The judge then stated it was the victim s statement that aided in the Judge having the plea modified. The victim stated that he wished things didn t get this far but now he feels justice was served and he was glad he participated in the prosecution process. // Northland Family Help Center: Client is middle aged and identifies as male and white. He has experienced childhood sexual, physical and emotional abuse. He sought out NFHC trauma therapy services after his suicidal ideation, which he had been experiencing for years, intensified. The client was experiencing other trauma symptoms including self-blame, numbing, isolation, sense of hopelessness, and loss of motivation to engage in activities he cared about. The client has been engaged in therapy utilizing Somatic Experiencing, dance/movement therapy, and attachment focused techniques. Since services began the client has developed and now actively utilizes a plethora of positive coping skills to support his nervous system regulation. // Lake Havasu City Attorney s Office: February 2020 the advocate assisted a 74-year-old female victim of assault by a neighbor and sustained multiple injuries including a significant injury to her knee. A volunteer advocate made initial contact with the victim prior to the arraignment hearing and provided the court with the victim's input. The advocate obtained additional photos of injuries from the victim following the assault. The victim resides out of State and communication was maintained by phone and email to ensure the victim's needs were met, along with preparing her for testifying at trial. The advocate assisted the victim in applying for Victim Compensation Fund due to her medical expenses. The defense attorney requested an interview with the victim prior to trial, the advocate advised the victim of her right to refuse a defense interview and she declined the request. The advocate arranged a prosecution trial preparation interview to ensure the victim was ready to testify at the bench trial. The victim traveled from out of State for the bench trial; the advocate collected supporting documents such as gas, food, and lodging receipts to obtain restitution for her travel. The defendant was found guilty at trial, the advocate arranged

for the victim to appear by Zoom at a later sentencing date to ensure her right for input at sentencing was fulfilled. In the victim survey, the victim states, "I could not have gone through the entire process without [advocate]. She is extremely professional and caring."// Yavapai County Juvenile Court CASA: With the money received from the VOCA grant CASA of Yavapai County was able to recruit volunteers many of whom want to advocate for our older youth victims many of which are placed in behavioral health residential treatment facilities. One advocate was able to be the consistent caring adult on a young lady's case as she moved from therapeutic foster care to hospitalization to a residential treatment center out of state. The CASA has been able to participate in each transition and offer the child advocacy, compassion and stability as she moves through the court process. She attended all child and family team meetings, court treatment reviews, educational meetings and court hearings. She is the consistent for the child as she moves and can update them team on the child's history, needs and concerns. She has been able to apply for grant funding to provide for the victims needs and update the court on her progress and concerns that she may have.//

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

Following are the brief descriptions of efforts taken by victim services providers in AZ to serve victims of Federal crimes. HAVEN Family Resource Center (HFRC) provides Victim Services to Mohave County, La Paz County, and the surrounding tribal reservations. HFRC has provided forensics as well as follow up care and referrals for the Colorado River Indian Tribe, Bureau of Indian Affairs, and the Federal Bureau of Investigations. HFRC has also provided services to the Fort Mohave Police Department, Hualapai Tribe, and Chemehuevi Indian Tribe. Memorandums of Understanding are signed with La Paz County, Colorado River Indian Tribe and Federal Bureau of Investigations. HFRC has seen an increase in requests for forensics (especially interviews) from the surrounding tribal reservations during the last several months. HFRC is a member of the La Paz Justice Response Team and besides attending meetings and facilitating trainings, we are instrumental in coordination of victim services in that region.// Amberly's Place victim advocates continue to offer crisis intervention to our local tribal agencies, as they are a part of the MDT team. Memorandums of Understanding (MOU) must be in place in order to provide these services on tribal lands, which are underserved communities. All advocates continued to be available 24 hours a day, 7 days a week, year-round for victims. This continued through the COVID-19 pandemic that began earlier this year. Efforts includes victims being made aware of their victim's rights and having a crisis response advocate available to them at the time of crisis. Victim advocates also continued to use the APRAIS tool to screen the lethality of the victim which has proven to show accuracy. In a devastating case earlier this year, a victim of Domestic Violence completed the lethality and although the victim advocate assisted her and helped in planning a safety plan, the victim decided to go back and she was ultimately killed by her abuser, leaving her body where her 8-year-old son would find her. The APRAIS tool provided the advocate and the victim a visual tool that projected the significance of the situation which led to her death, leaving her family with unanswered questions. Victim advocates are also available to be present for victim statements if the victims choose to have one. In addition, a MOU was completed with both local native tribes.// Homicide Survivors, Inc. (HSI) has increased involvement with homicide cases being prosecuted at the federal level. Advocates provide services to survivors in coordination with the United States Attorney's Office, Victim Witness program. Services include court advocacy, emotional support, and connecting survivors with HSI support groups and financial assistance. HSI is serving the family of a 6-year-old boy who was killed on the Tohono O'odham reservation. His entire village was significantly impacted by this horrendous murder. They live in a particularly remote area with limited access to internet or cell phones. HSI provided in-person services in this remote village and supported the family through the prosecution of the case in federal court in Phoenix. we continue to reach out and engage these survivors in services, and work with tribal resources to provide transportation to our survivor events. IN addition, HSI provides ongoing services to the family who has experienced 2 homicides in their family on Tohono O'odham reservation. Both cases are Federal cases, with survivors listed as victims on the federal case. HSI has provided comprehensive services to that family, who were able to completely sustain themselves financially for the first without assistance. HSI also routinely works Fentanyl poisonings deaths as Homicides, which are most frequently prosecuted on the Federal level. There are currently 3 such cases that HSI is providing ongoing advocacy and support services on that are in the process of being prosecuted federally.// EMPACT-SPC reports that case Management, advocacy, crisis and therapeutic services have been provided to several Native American individuals who have been crime victims. Staff work to coordinate care with advocates from the tribe, as well as advocate for the rights of these individuals. Staff help to provide victims of federal crimes with information on Victims Compensation, often something that victims do not realize they are eligible for. Furthermore, EMPACT-SPC continues to contract with Gila River Regional Behavioral Health Authority to provide crisis services and intervention for individuals living on the Gila River reservation, as well as Fort McDowell Yavapai Nation. Staff provide support and education about domestic violence and sexual assault, as well as distributes Trauma Healing Services literature and information about available services. Therapists continue to work with and provide culturally sensitive therapeutic intervention of those who identify as Native American.//

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

Cottonwood Police Department (and many other organizations): Emerging issues affecting crime victims during this reporting period includes conversation and brainstorming on how to best serve victims during the time of a global pandemic. The pandemic has isolated victims, leaving them potentially at home in an abusive situation and unable to get help. The shutdown of schools has reduced the contacts a child has with mandatory reporters who are watchful of child abuse. It will remain a challenge to continue to make victims feel safe, heard and supported during these changing times.// Catholic Charities Community Services (and many other organizations): There has been an escalation in services for victims of domestic violence due to the lockdown and subsequent unemployment that followed. There was a notable increase in calls to the police due to the pandemic. An impending eviction crisis due to job loss and lack of continued federal financial assistance may further complicate domestic violence and the homelessness that is associated with leaving an abuser. Also, a lack of safe affordable housing and daycare stand out as the prevalent issues facing victims of domestic violence that are trying to escape their abusers. A significant piece to keeping individuals safe is being able to work, have daycare, and live separate from the abuser. These financial constraints are oftentimes why clients are unable to leave their abusers.// City of Avondale Police Department, Southwest Family Advocacy Center: It is anticipated that law enforcement will see increased physical and sexual abuse rates once schools reconvene after the COVID-19 pandemic is under control. Also, increased levels of access to pornography and child on child sexual violence. Advancements in technology are causing the criminal investigative process to become more difficult with features such as "find my friends" and other mobile tracking applications allowing alleged perpetrators to see victims' locations at all times, including while at the Center.// Pima County Juvenile Court: Substance-abuse related allegations continue to be a primary issue in the abuse and neglect dependency petitions. Methamphetamines, heroin, and other opiate use continue to be the primary drugs identified in the dependency petitions.// Phoenix Fire Department 193 - The impact of COVID-19 has impacted our community and victims. There has been an increase in domestic violence related violence within the City of Phoenix. According to the Uniform Crime Reporting 2019-2020 Crime Statistics Comparison, there was a 140% increase in domestic violence related homicides in comparison to the same time frame between 2019 and 2020. In addition, the Phoenix Police Department is responding to a trend of deadly acts of gun violence, gang activity and domestic violence. Uniform Crime Reporting numbers for January through September show a more than 40% increase in homicides compared to the same time last year. The summer months (July-Sept) have been particularly dangerous, with the number of homicides more than doubling from the same three months last year. Arizona Coalition to End Sexual and Domestic Violence: During the reporting period, there has been a 236% increase in male callers seeking services, resources, referrals and information. This notable trend has led to an emerging issue of lack of programming serving male victims. There is a virtual support group for male victims which existed prior to the pandemic however there aren't in person male support groups. Another emerging trend has been the request for family law representation in divorce proceedings as the stay at home executive order was lifted.// Kingman Aid to Abused People: A noted emerging client population was that of an increase in requests for services from male clients with/without children. Males may stay in the emergency shelter; however, we offer motels to those that are experiencing shame/discomfort of stigmatism of being a male victim.// Area Agency on Aging: This reporting period the program has seen an increase in the number of victims with disabilities reaching out for services. These include both mental and physical disabilities. The program has also noted a trend in which the older victim finds themselves in a caregiver role to her abuser. As a result, he/she feel very isolated and trapped with no options to leave.

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

The Cochise Family Advocacy Center (CFAC) underwent a complete staffing turnover, 50% related to the pandemic fear and restrictions and exposure. This led to time in recruiting new victim advocates and training on Basic Victim Assistance. In spite of the turnover, CFAC was able to maintain victim services to everyone in need. The other two staff members were terminated due to professional misconduct.// The Maricopa County Attorney's Office continues to experience staff turnover due to insufficient salary. Advocates have been offered and accepted jobs from other local law enforcement and social service agencies for significantly higher salaries. Because retention has been challenging, The Maricopa County Attorney's Office, Victim Services Division, is pro-active regarding staffing retention.// New Life Center (NLC) staffing retention issues include insufficient salary, and difficulty working with trauma and complex trauma victims long term. Working with victims creates a lot of vicarious trauma as well as burnout with the staff providing direct services. However, NLC has increased internal training for all staff on trauma-informed care and provide access to outside trainings as able. Also, NLC recently completed a comprehensive compensation analysis and are adjusting salaries across the organization to make it more competitive on the open market.// Arizona Children's Association (AzCA) recognizes the need for specially trained staff and the supervision that is necessary to maintain the quality of services for victims of sexual abuse and trauma. To that end, AzCA has established specific trauma specialty services in different programs throughout the agency. Recruitment and retention of staff, however, is an ongoing challenge as having a dedicated caseload to trauma is fraught with challenges, secondary traumatic stress and burnout. Despite ongoing training and support in specialty trauma interventions, some staff choose to work with a less intense and diverse caseload. Additional support and supervision are provided as well. Recruitment of bilingual/bicultural Spanish speaking staff remain a challenge as competitive salaries are difficult for a private, not-for-profit agency.// Pima County Juvenile Court 210 - In general retention in child welfare related positions is difficult for a number of factors. The first factor was the increased competition among employers for qualified candidates. CASA of Pima County had several qualified candidates that obtained

other employment during the hiring process and withdrew from being considered for the positions. In conjunction with the competitive job market, the salary for the positions made it difficult to attract the best candidates. The salary available to employees in the child welfare field has always been lower in Arizona than when compared to many jurisdictions in the nation. A stepped salary structure was implemented in the last reporting period for the court to allow for salary increases at the one, three, five, and seven-year mark. Pima County also provided a two or four percent salary increase to employees effective September 1, 2019. The final retention issue that CASA of Pima County faced and continues to face is the nature of the work. CASA Coordinators, Trainers, and Volunteer Screeners are daily reviewing information about child abuse and neglect. They are confronted throughout each day with the reality of what the child victims have experienced and the consequences to those victims and their family. They also are charged with assisting the Volunteer Advocates in navigating, at times, overwhelming and frustrating systems that struggle to provide individualized services to each child victim. // Yavapai County Juvenile Court CASA 280 - CASA of Yavapai County has had a significant issue with staffing retention over the grant cycle. This year two of the three coordinators left to program for a variety of reasons including insufficient salary, COVID childcare issues and difficult case assignments. The same issues apply to volunteer advocates. Some have had to reduce their case involvement due to COVID restrictions and child/teaching responsibilities that must be taken on while the community schools are closed.

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

The Arizona Department of Public Safety's (DPS) VOCA Administration Unit conducts grant solicitation processes in accord with A. R. S. 41-2702 – Solicitation and award of grant applications. Information regarding victim services and funding streams throughout the state is garnered during the Arizona State Agencies Coordinating Team (AzSACT) meetings. Goals and priorities of other funding programs are also analyzed to align strategies. At the end of the meetings recommendations of priorities for crime type, service type and service delivery will have been identified, if necessary, to be released as part of the grant solicitation process. Once the request for grant application documents have been finalized, the solicitation announcement is then advertised in seven different newspapers throughout the state and is blasted through various email list serves. During the solicitation period staff will conduct pre-application conferences to explain grant application requirements and to review the web-based grant management system. Due to the large number of agencies interested in VOCA Victim Assistance funding, two pre-application conferences are typically held hosting approximately 75 individuals each day; however, during FY 2020 it was determined pre-recorded presentations would accommodate and reach a larger audience. DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. Therefore, DPS began a solicitation process in February 2020 to again make awards for a three-year period covering October 1, 2020 through September 30, 2023.

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

DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. FY 2020 marks the completion of the third year of the three-year period therefore a competitive process was held during the reporting period. In 2018, the Arizona Department of Public Safety completed strategic planning meetings with the Arizona State Agencies Coordinating Team (AzSACT). AzSACT is comprised of various state agencies that administer victim services funding. The strategic planning meetings were conducted through the assistance of a facilitator provided by the Office for Victims of Crime's Training and Technical Assistance Center (OVCTTAC). Two priorities identified as part of the strategic plan include distributing state and federal funding to ensure all survivors and victims have equitable access to services and to strengthen service provision to address/meet the unique service needs of diverse and underserved populations. Action steps relevant to these priorities were scheduled to begin in early 2019. Action steps to be taken included creating connections and building relationships between organizations with current successful programs and those in need to better serve underserved populations throughout the state; explore expanding programs of diverse/underserved populations to begin providing victim services to underserved populations; and explore expanding existing victim service providers to provide culturally competent services to the underserved victims in their communities. With the onset of the COVID-19 pandemic came an emergency shift in priorities and many projects have been paused in order to adhere with Centers for Disease Control guidelines. Additionally, the health of the Crime Victim Fund at the Federal level has caused great concern among programs. Due to great uncertainty both in terms of service provider/client health safety and the likely severe reduction in funding not only at the local, state and federal level, activities directed at these efforts have not progressed at the anticipated rate.

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

Kingman Aid to Abused People's (KAAP) VOCA contracted Trauma Therapist is a vital response to meeting the gap in emergency mental health services. Lack of and high caseloads for local mental health providers often delays victims services 2-4 months. The Therapist meets referred KAAP victims within 24-48 hours of request. KAAP's dual Domestic Violence and Sexual Assault program is vital to closing the gap in providing immediate safe shelter for victims of sexual assault by ensuring a shelter bed is held for victims following a forensic interview and/or exam. KAAP remained open during the COVID-19 crisis to ensure immediate response to sexual/physical assaults forensic interviews and/or exams was available. Additionally, KAAP continued to provide food boxes, hygiene items, and referrals to community resources that remained open and telephonic counseling services. // Emerge Center Against Domestic Abuse's (Emerge) greatest success this year has been our ongoing adaptation to meet

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the needs of domestic violence (DV) survivors during the COVID-19 pandemic. Through the flexibility and resourcefulness of our team, and major changes to service delivery, Emerge has kept all programs available to survivors since the pandemic's outset. In addition to transitioning to a non-congregate (hotel) shelter model and telephonic delivery of community-based services, Emerge has pursued innovative partnerships, hired new staff, sought training opportunities, and continued our work to become a more multicultural and anti-racist organization—all to provide people experiencing abuse with the support to reach their goals. // Jewish Family and Children's Services of Southern Arizona's Project Safe Place program helps to fill gaps by forming collaborative partnerships with other agencies in the local community to ensure continuity of care and help ensure victims have all of their needs met. One identified gap in services is free transportation services for victims to get to therapy appointments. This is often a barrier to service provision. Currently, this barrier is eliminated due to the use of telehealth. In order to continue to be able to most easily serve victims who struggle with a lack of transportation, the program will allow for telehealth services to continue if they are the preferred delivery method of the victim. // City of Prescott Police Department: As a law-enforcement embedded victim assistance program, the VOCA-funded victim advocates are in a unique position to respond directly to the scene of the crime if requested. Advocates have the ability to run daily reports of the crimes that were reported within a 24-hour period of time and at that time they can begin to triage victimizations and make contact with those victims shortly after the crime has been reported. This response provides the victim(s) with someone to talk to, in confidence, who understands the complexities of trauma and victimization, and greatly assists the victim by forging a relationship of understanding, compassion, and knowledge of community resources whereby the facilitation and access to said resources would greatly diminish additional stress, frustration, and possibly disconnecting from being an active participant in the criminal justice process. // Administration of Resources and Choices (ARC) specializes in meeting the unique needs of late life domestic violence and elder abuse victims, and those with disabilities. Often, such victims face barriers to escaping abuse that younger and/or able-bodied victims do not. For example, many victims have been married for 30, 40, or 50 years, and do not have access to marital assets, insurance documents, or care without the support of their abusive spouse. They often report that traditional shelters have felt unsafe or unwelcoming to them, outside of the control of the institutions, due to harassment, exploitation, or exclusion from other residents. Many victims are on fixed income, or have no income at all, and about 1/3 of them require 24/7 care. ARC also serves a large number of people whose tolerance for stress has declined due to cognitive issues, caused by stroke or injury, whose life span is statistically at risk of being shortened by the loss of freedom and security imposed by victimization. Late life domestic violence is further often perpetrated by adult children, and support groups for younger adults often discuss how the impact of DV can cause adult children to abuse parents, reinforcing self-recrimination among older adults in younger support groups. The dynamics of late life DV and elder abuse therefore warrant specialized services and individualized services.

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

In 2004 the Arizona Department of Public Safety met with service providers of all types statewide to develop performance measures for the VOCA Victim Assistance fund. Initial meetings were held with nonprofit and governmental agencies who serve all a specific crime type (e.g. domestic violence). During these meetings service providers worked together to develop core outcomes that would measure the impact of service delivery to the crime victims. These measures were developed under each of the four goals of VOCA (e.g. healing, safety, justice and restitution) and were designed to capture a change in knowledge for the victims, a measure of activity by way of engaging or participating in services, and to measure for an experienced change in a victim's situation. An example of a change in knowledge that is being measured is the number and percent of victims reporting an increased knowledge of services available. An example of measuring activity of victims having engaged or participating in services is the number and percent of victims who accept safety planning services. Lastly, an example of an experienced change in situation for a crime victim would be to measure the number and percent of victims reporting increased functioning and feelings of well-being. Overall programs have been successful in making an impact to the crime victims they serve as most survey responses garnered a high percentage of clients reporting positively to outcome measures. The results of these surveys are primarily utilized at the project level. It has been DPS intention to conduct a process to revise and update these measures for some time now to more accurately reflect the impact of service provision in today's environment. DPS had planned to begin the process in late 2020 and is excited to have recently learned of an Office for Victims of Crime and Office on Violence Against Women project concerning performance measures. The DPS VOCA Victim Assistance Program Administrator is a member of the project's input committee.