

AZ Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2020 to Sept 30, 2021]

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

OVC VOCA Assistance Funds				
	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
Federal Award Amount	\$70,800,365.00	\$48,758,272.00	\$36,496,512.00	\$23,095,556.00
Total Amount of Subawards	\$68,711,338.00	\$4,761,247.00	\$0.00	\$0.00
Total Number of Subawards	209	30	0	0
Administrative Funds Amount	\$2,089,027.00	\$2,437,913.00	\$1,824,825.00	\$0.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$0.00	\$41,559,112.00	\$34,671,687.00	\$23,095,556.00

Subgrantee Organization Type				
<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>				
Type of Organization	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
Government Agencies Only	82	7	0	0
Corrections	1	0	0	0
Courts	7	0	0	0
Juvenile Justice	5	0	0	0
Law Enforcement	16	0	0	0
Prosecutor	40	5	0	0
Other	13	2	0	0
Nonprofit Organization Only	127	23	0	0
Child Abuse Service organization (e.g., child advocacy center)	7	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	40	9	0	0
Faith-based Organization	1	2	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	33	3	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	9	3	0	0
Sexual Assault Services organization (e.g., rape crisis center)	3	0	0	0
Multiservice agency	20	4	0	0
Other	14	2	0	0

Office for Victims of Crime - Performance Measurement Tool (PMT)

Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0
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
Campus Organizations Only	0	0	0	0
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
Total Number of Subawards	209	30	0	0

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

Subaward Purpose				
A single SAR can select multiple purposes. Numbers are not unique				
	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	181	25	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	14	1	0	0
C. Start up a new victim services project	12	2	0	0
D. Start up a new Native American victim services project	0	0	0	0
E. Expand or enhance an existing Native American project	2	2	0	0

VOCA and Match Funds				
A single SAR can select multiple service types. Numbers are not unique				
	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
A.INFORMATION & REFERRAL	204	30	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	186	25	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	191	27	0	0
D.SHELTER/HOUSING SERVICES	78	10	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	162	27	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	209	30	0	0

Priority and Underserved Requirements				
Priority Area	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
Child Abuse				
Total Amount	\$4,266,171.00	\$691.00	\$0.00	\$0.00
% of Total Federal Award	6.00 %	0.00 %		
Domestic and Family Violence				
Total Amount	\$25,029,015.00	\$2,995,568.00	\$0.00	\$0.00
% of Total Federal Award	35.00 %	6.00 %		
Sexual Assault				
Total Amount	\$6,685,659.00	\$33,308.00	\$0.00	\$0.00
% of Total Federal Award	9.00 %	0.00 %		
Underserved				
Total Amount	\$32,730,493.00	\$1,731,680.00	\$0.00	\$0.00
% of Total Federal Award	46.00 %	4.00 %		

Budget and Staffing				
Staffing Information	2018-V2-GX-0012	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI
Total number of paid staff for all subgrantee victimization program and/or services	2126	76		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1932175	161472		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	2583	151		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	240356	21926		

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)	82	8812	9578	9200	8416	9001
Adult Sexual Assault	104	1975	2004	2076	2208	2065
Adults Sexually Abused/Assaulted as Children	52	574	628	754	522	619
Arson	25	203	295	305	189	248
Bullying (Verbal, Cyber or Physical)	32	513	576	608	496	548
Burglary	45	2553	2804	2469	2312	2534
Child Physical Abuse or Neglect	91	2668	2626	2611	2588	2623
Child Pornography	29	95	77	81	119	93
Child Sexual Abuse/Assault	94	3300	3202	3456	4053	3502
Domestic and/or Family Violence	133	19394	19586	19759	19381	19530
DUI/DWI Incidents	44	1561	1598	1793	1718	1667
Elder Abuse or Neglect	59	3489	3859	4323	3916	3896
Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other (Explanation Required)	21	63	59	43	38	50
Human Trafficking: Labor	18	36	34	38	43	37
Human Trafficking: Sex	56	197	164	171	254	196
Identity Theft/Fraud/Financial Crime	48	12290	14736	14616	15248	14222
Kidnapping (non-custodial)	44	496	565	500	540	525
Kidnapping (custodial)	32	86	59	90	99	83
Mass Violence (Domestic/International)	15	58	36	61	48	50
Other Vehicular Victimization (e.g., Hit and Run)	35	987	955	843	713	874
Robbery	46	1292	1244	1159	1047	1185
Stalking/Harassment	76	1953	2571	3121	3188	2708
Survivors of Homicide Victims	55	3394	2624	3143	3304	3116
Teen Dating Victimization	34	81	101	80	68	82
Terrorism (Domestic/International)	14	20	10	6	13	12
Other	36	7950	8738	8521	8931	8535

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	365	450	915	808	2837

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Homeless	1057	1314	1401	1762	7801
Immigrants/Refugees/Asylum Seekers	578	532	712	840	4767
LGBTQ	366	316	472	343	2125
Veterans	710	680	947	796	3077
Victims with Disabilities: Cognitive/ Physical /Mental	2983	3391	3676	3164	15569
Victims with Limited English Proficiency	1808	1941	2317	2155	10626
Other	167	1779	2467	2650	4532

General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	241502	
Total number of anonymous contacts who received services during the Fiscal Year	14862	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	138403	57.31 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	34192	14.16 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	9700	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	4757	3.44 %
Asian	1062	0.77 %
Black or African American	8997	6.50 %
Hispanic or Latino	21984	15.88 %
Native Hawaiian or Other Pacific Islander	338	0.24 %
White Non-Latino or Caucasian	52261	37.76 %
Some Other Race	5553	4.01 %
Multiple Races	1440	1.04 %
Not Reported	38098	27.53 %
Not Tracked	3913	2.83 %
Race/Ethnicity Total	138403	
Gender Identity		
Male	39625	28.63 %
Female	73676	53.23 %
Other	240	0.17 %
Not Reported	22388	16.18 %
Not Tracked	2474	1.79 %
Gender Total	138403	
Age		
Age 0- 12	9793	7.08 %
Age 13- 17	6338	4.58 %
Age 18- 24	11427	8.26 %

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Age 25- 59	55944	40.42 %
Age 60 and Older	23008	16.62 %
Not Reported	27921	20.17 %
Not Tracked	3972	2.87 %
Age Total	138403	

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	137	157185	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	163442
			A2. Information about victim rights, how to obtain notifications, etc.	146797
			A3. Referral to other victim service programs	35057
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	108959
B. Personal Advocacy/ Accompaniment	121	48488	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	3062
			B2. Victim advocacy/accompaniment to medical forensic exam	3417
			B3. Law enforcement interview advocacy/accompaniment	8149
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	106027
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	3826
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	1923
			B7. Intervention with employer, creditor, landlord, or academic institution	16909
			B8. Child or dependent care assistance (includes coordination of services)	7409
			B9. Transportation assistance (includes coordination of services)	12709
			B10. Interpreter services	6747
C. Emotional Support or Safety	131	82346	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	73228
			C2. Hotline/crisis line counseling	36162
			C3. On-scene crisis response (e.g., community crisis response)	7733

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Services			C4. Individual counseling	96544
			C5. Support groups (facilitated or peer)	20276
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	10899
			C7. Emergency financial assistance	5308
D. Shelter/ Housing Services	50	5712	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	48908
			D2. Transitional housing	13261
			D3. Relocation assistance (includes assistance with obtaining housing)	3518
E. Criminal/ Civil Justice System Assistance	115	149227	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	273001
			E2. Victim impact statement assistance	12390
			E3. Assistance with restitution	48594
			E4. Civil legal assistance in obtaining protection or restraining order	12634
			E5. Civil legal assistance with family law issues	12571
			E6. Other emergency justice-related assistance	6089
			E7. Immigration assistance	1631
			E8. Prosecution interview advocacy/accompaniment	8836
			E9. Law enforcement interview advocacy/accompaniment	5087
			E10. Criminal advocacy/accompaniment	82194
E11. Other legal advice and/or counsel	14520			

ANNUAL QUESTIONS

Grantee Annually Reported Questions	
Question/Option	Count
Were any administrative and training funds used during the reporting period?	
Yes	1
No	0
Did the administrative funds support any education activities during the reporting period?	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	6
Number of people trained or attending education events during the reporting period.	208
Number of events conducted during the reporting period.	6
Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?	
Yes	1
No	0

Describe any program or educational materials developed during the reporting period.

None.

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

VOCA Victim Assistance funds were utilized to support three victim advocate academies to provide basic advocate training to service providers. Additionally, two mobile advocacy project/advocate trainings and one domestic violence related training was conducted.

Describe any program policies changed during the reporting period.

Due to the COVID-19 pandemic, many organizations revised and enhanced policies and procedures to accommodate for health guidelines. Revisions and enhancements have included: 1) modifications to policies for sick time, cleaning procedures and screening processes; updates to equipment to allow virtual capabilities in meeting rooms and offices; and utilizing Survey Monkey for victim/survivor satisfaction surveys, 2) implemented of regular COVID testing policies; bringing partners on site to issue testing and vaccinations; changes in staffing to limit potential exposure to COVID resulting in two different teams providing services on site, limiting availability at times, 3) modified mobile advocacy program(s) to virtual program(s); altering to allow for all types of services could be available except in person meetings and transports; work from home policies were adopted; documentation policies were modified as a result of remote work; policies regarding third party transportation are being developed, 4) development of certain technology-based service improvements to include greater use of video conferencing and telephonic protective order hearings, 5) changes to bed-security guideline for residents; implementing a program-wide mask mandate; limiting available bed spaces to encourage social distancing; development of a quarantine procedure, 6) accommodated most meetings via telephone; restricting physical touch (which is a challenge for staff during moments of duress for victims); telework on a rotation schedule.// Other program policies were also changed. For example, the Arizona State University s Arizona Child & Adolescent Survivor Initiative (ACASI) (ASU-178) revised its Risk Assessment and Safety Plan, a tool that assesses risk and documents the safety procedures ACASI staff will follow if the suspect/defendant/known perpetrator of the intimate partner homicide associated with a referral is not detained, incarcerated, or deceased. Staff use the tool to identify and monitor known risk factors, document sources of information, and inform safety planning for clients/victims and personnel. // The Mesa Police Department s Victim Services Unit project (MESAPD-28) made changes to its Victim Rights Notification Protocols policy to require officers to contact the Victim Services Unit in cases where victims are brought to the Mesa Family Advocacy Center to receive a forensic strangulation examination. This notification ensures that victim advocates have an opportunity to offer assistance to victims of strangulation in a timelier manner. In addition, a gap was discovered in the Evidence section procedures with regard to the release of property. The Section s routine background checks did not include a review of the Arizona Protective Order Initiation and Notification Tool (AZPOINT) to determine if there were unserved orders in the system. Staff worked with Evidence to develop a process which was implemented as part of the regular background check before releasing property to individuals. // The Administration of Resources and Choices Safe Actions For Empowerment Domestic and Elder Abuse Program (ARC-155) implemented a policy requiring participants to complete a screening and safety plan that includes financial needs analysis before qualifying for VOCA rental and utility assistance or relocation assistance. The program has further expanded its criteria for reporting vulnerable adult abuse, requiring that the abuse of anyone with untreated mental health concerns at the time of the offense receive assistance in reporting crimes to Adult Protective Services or local law enforcement. The prior policy made it unclear whether such individuals qualified as vulnerable, and the program wants to be sure to err on the side of safety. // Childhelp Inc. s Children's Center of Arizona Victim Services (CHI-15) Immediate Intervention policy was updated and reviewed with staff and all co-located partners. An immediate intervention is provided for children and family members who exhibit stressful or uncontrollable emotions and are in need of comfort or support; or in situations where a client is anticipated to have a stressful emotional experience, or uncontrollable emotions. The immediate intervention is most often used, but not limited, for the following situations: unexpected disclosures of abuse; unexpected suspects; death notifications; or changes to family structure or loss of family home. The Columbia Suicide Risk Assessment is also being utilized with children at each session to ensure an assessment of risk and safety. The Center s safety plan was also reviewed and revised. // Lastly, the City of Phoenix Family Advocacy Center s Victim Services and Mobile Advocacy Program (FAC-30) has retained certain technology-based service improvements developed as part of the pandemic response. These include greater use of video conferencing and telephonic protective order hearings.

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

Amberly s Place, Inc. s Crisis Response Victim Services project (Amber-212) reports every 2-3 months, the local newspaper is provided with the family advocacy center s statistics, which are typically printed on the front page with other educational information, including how to access services. // Stepping Stones Foundation, Inc. s Victim Services project (Step-108) reports events that actually received media coverage included its participation in domestic violence awareness events in October 2020 (Take Back the Night 2020, Walk a Mile in Her Shoes 2020, No More Rally 2020), as well as its participation in two health fairs, one children s services fair, and Recovery Days 2021. It also received media coverage on the radio four times, which included speaking on AZ Hometown Radio, KQNA Talk of the Town (the foundation is featured at least annually and tell the community about the services we provide). Newspaper recognition included articles about Stepping Stones 40 years of service in West Yavapai County and large donations groups or businesses may have given. // Prevent Child Abuse Arizona s Yavapai Family Advocacy Center (YFAC) project (PCAAz-00084) reports the Director was interviewed on a local radio station regarding YFAC and services available to victims from our community as well as on the local television show regarding community trainings provided by YFAC. The Director was also interviewed on a local radio show regarding YFAC and services provided to victims of sexual assault. During the months of May through October, the Director was interviewed on local radio stations and local tv shows regarding YFAC services, trainings provided by YFAC and its annual fundraiser. Also in October the Director spoke on local radio station, tv show and public events regarding domestic violence awareness month and YFAC Services. // Arizona s Children Association s Las Familias Sexual Abuse Services program (AzCA-202) participated in Penny Pitch, KiiM-FM's annual effort to raise funds to help Tucson families in need. KiiM-FM broadcasted stories of impact and spoke with agency and program staff members of the board of directors, the agency's volunteers, and families who benefit from AzCA s services. Las Familias was highlighted in this year's efforts, promoting awareness of the program's focus and services within the community. // The Area Agency on Aging, Region One s DOVES Transitional Housing program (AAA-137) earned media coverage in the form of print releases for the Arizona Republic-How to Report Vulnerable Adult Abuse-January 2021, AZCentral-Here s What to Do if You Suspect a Vulnerable Adult Abuse – January 2021, Area Agency Domestic Violence Calls news release-April 2021, My Turn – Social Distancing Can Mask Elder Abuse-June 2021, World Elder Abuse Awareness Day – June 2021, and MAG DV Awareness Month Press Event—September 2021. // The Jewish Family and Children s Services of Southern Arizona, Inc. s Project Safe Place (JFSAZ-52) reports its Vice President of Clinical Services Melissa Zimmerman spoke on local radio show Too Jewish with Rabbi Sam Cohon about counseling during the pandemic, JFCSA's services, how COVID-19 has impacted mental health, compassion fatigue, and more. JFCSAZ was also featured in the Arizona Jewish

Post in April for its work offering grocery shopping assistance for food insecure clients. In June, JFCSAZ joined the Coalition Against Hate. The inaugural event was covered by local television and newspaper reporting as community leaders joined together to stand against hate. One of its clinical therapists, Susan Glassberg, presented at National Conference on trauma therapy and support for Tucson-area Holocaust survivors in June. Glassberg's work was also reported in the Arizona Jewish Post. // ChangePoint's White Mountain SAFE House project (CPIH-82) completed radio spots on a local morning show to discuss domestic violence in its area. The hotline and crisis unit were discussed. The project also shared how to plan for a safe exit including preparations for gathering important papers and a go-bag. Also covered were the different kinds of abuse (physical, emotional, financial, and elder abuse) and what each of those look like in a relationship. The SAFE House also participated in a local talk show called Shooting Straight with Brad and David who are the county sheriff and county attorney. Covered were what types of victims could come to the shelter (victims of domestic violence, rape, stalking, human trafficking, and other forms of abuse). Several other topics included fund sources, why victims refuse to leave a violent relationship, and how to help if a person sees something questionable out in public. Also, community awareness was discussed as well as not being afraid to stand up for those in need and the effects Covid has had on reporting abuse.

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

Provided below are a few notable reports of coordinated responses/services for assisting crime victims: Homicide Survivors, Inc. (HSI-198) reports it routinely works with several partnering agencies to coordinate services to survivors in the community. During this reporting period, HSI piloted an embedded advocate program, housed within the homicide detective's unit. Engagement with HSI and other community-based partners increased over 30% during the pilot period. That success led to enhanced collaboration with law enforcement. HSI regularly coordinates with Pima County Attorney's Office and its Victim Services Division when assisting survivors throughout the criminal court process. Sometimes, referrals come later down the criminal process. HSI regularly refers survivors to the Jewish Family and Children's Services of Southern Arizona for individual adult and child counseling. The organization also partners with 88-Crime and coordinates with local media to highlight ongoing and unsolved homicide cases, serving as a liaison between survivors and the media when media requests interviews. HSI also regularly works with the United States Attorney's Office's Victim Witness program to support survivors of homicide cases being prosecuted at the federal level. // Due to continued efforts of out-reach and collaboration with county prosecutors, the Arizona Department of Correction's Office of Victim Services (OVS), Post-Conviction project, (ADC-41) has continued to see a significant increase in participation at parole hearings from prosecutors offices throughout the state. OVS continues to coordinate in person, telephonic, video, or written participation by prosecutors at post-conviction hearings. Advocates work with prosecutors on a consistent basis by providing Board of Executive Clemency policies/procedures, accessing documents, and coordinating meetings with the victims. This interaction is seen as positive from the victims who attend these hearings and provides them with some additional needed support. OVS also coordinates with County Attorney's advocates to assist with modified restitution orders. Further, service is coordinated with Arizona Voice for Crime Victims, Legal Services for Crime Victims in Arizona, and Arizona Crime Victim Rights Law Group for personal legal representation for victims during parole hearings or for assistance with restitution. The Victim Offender Dialogue (VOD) Advocate regularly coordinates with prison complex (state/private) administration and staff to assist crime victims and survivors who are interested in participating in the VOD program. The coordination has resulted in very positive feedback from those victims and survivors participating in the program. // The Arizona Voice for Crime Victims (AVCV) Legal Assistance Project (AVCV-58) continues to have a partnership/collaboration with the Arizona Department of Child Safety (DCS). In a number of cases, AVCV has been retained by DCS to assert rights of child-victims who are in DCS custody and are victims in criminal proceedings. These cases involve children who are surviving family members of homicide victims and/or have been severely abused. AVCV's role is to assert victims rights on behalf of the child in the criminal proceedings. This involves a coordinated effort between several agencies involved with the child-victim. AVCV works with the child, the child's case managers, DCS victim liaisons, and the foster care providers. In these matters, AVCV also works with the prosecuting agencies in the criminal matters. AVCV attends all hearings and meetings related to the criminal case in order to assert the victims rights of the child. // The Arizona Department of Child Safety's Victim Services Unit (DCSVSU) (AZDCS-56) staff continue to coordinate with prosecutorial/law enforcement victim advocates throughout the State. The DCSVSU has provided additional support to case managers in times of initial criminal response in order to ascertain important criminal court orders for safety planning of minors in DCS custody. DCSVSU utilized virtual technology to conduct educational conferences for DCS field staff, as well as with prosecutorial agency staff including advocates, judges, prosecutors, and legal clerks. // The Mesa Police Department's Victim Services Unit (MESAPD-28) continues to work with the collaborative traumatic brain injury team (MC3DV) which includes HonorHealth, Tempe Police Department, Sojourner Center, and the CACTIS Foundation. The group launched a pilot program in 2017 to gather data on the co-occurrence of traumatic brain injury in victims of domestic violence using a device on scene to measure visual acuity in conjunction with additional tests performed at the Mesa Family Advocacy Center by the Forensic Nurse.

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

The Administration of Resources & Choices Safe Actions For Empowerment (S.A.F.E.) Domestic and Elder Abuse Program (ARC-155) reports of a continued lack of affordable housing for older people and those living on social security disability. This forces victims to remain in abusive situations, or to choose between substandard housing or questionable, non-private room rental. It also reports that COVID has taken a tremendous toll on victims of later life domestic violence by limiting access to shelter and support groups. Many participants are not comfortable with and/or cannot afford technology for telemedicine. // Against Abuse Inc.'s Maricopa Shelter Services project (AAI-34) also reported affordable housing as a big problem in Maricopa county. Landlords are now requiring that tenants qualify for their units by proving they earn three times the amount of the rent. This is very difficult for a victim of domestic violence that is trying to re-stabilize their life. // The Area Agency on Aging, Region One's ElderVention Clinical Services project (AAA-213) reports stereotypes regarding older adult trauma victims continue to keep people from engaging in therapy. As does homelessness, financial instability, medical needs, and transportation. Many have prioritized finding stable housing and finances (employment) over counseling and many older adults are facing challenges with finding appropriate medical care to address chronic health issues that impede counseling sessions. // Homicide Survivors, Inc. (HSI-198) provides that many survivors are not eligible for crime victim compensation under current rules. The two biggest barriers are perceived contributory conduct concerns on the part of the victim, and survivors who may owe fines or fees to courts. The latter, in particular, is an issue that often compounds survivors' experiences with the criminal justice process and adds additional financial concerns to households who often times have just lost their primary source of income due to the homicide of their loved one. This puts significant additional stress on community services/resources and contributes to increased risk of homelessness and poverty. // Arizona's Children Association's Las Familias Sexual Abuse Service project (AzCA-00202) provided an ongoing issue preventing victims in reporting sexual abuse or sexual assaults is a fear of negative response to disclosures of childhood sexual abuse/assault. Victims are hesitant to report due to a lack of acceptance and mistreatment by family members, law enforcement, and the justice system. Victims report disclosures are not always charged criminally and if they are, prosecution does not occur. Often the County Attorney's office does not elect to prosecute the disclosure depending on the evidence collected or the quality of the

forensic interview, leaving victims and/or their caregivers questioning why they reported or feeling that a crime has been ignored or not taken seriously. // Arizona Voice for Crime Victims Legal Assistance Project (AVCV-58) provided victims in areas further away from Phoenix are less likely to have access to pro-bono legal representation due to the limitation of travel funds available to AVCV. Additionally, AVCV continues to receive requests for assistance for victims who need legal help that is outside the scope of our practice. For example, victims of domestic violence are often in need of affordable or free family law advice. Similarly, AVCV also encounters victims who need civil legal assistance. Although AVCV makes every effort to assist crime victims by making referrals, there is a need for more low cost or pro bono legal services.// Also, the Yavapai County Juvenile Court CASA Program (YCASA-130) indicates difficulty for victims to access needed services in the outlying rural communities. This has become even more significant with the pandemic decreasing travel and making courts and service providers offer services only telephonically or online. Many rural areas do not have sufficient cell phone service or internet access and many victims struggle financially to pay for the tools of basic communication. Additionally, due to COVID there has also been a labor shortage which has affected the Behavioral Health agencies as well as the Arizona Department of Child Safety. Child Victims are either not receiving the mental health services that are greatly needed or have to be switched between multiple therapeutic providers which can impact the progress made. More providers who are specifically training in trauma informed care need to be identified. Lack of quality trained and available staff to provide services continues to be an issue for victims receiving assistance throughout the state.

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.

Housing Solutions of Northern Arizona's Sharon Manor Children Victim Services project (HSNA-232/243) staff have worked collaboratively with Victim/Witness Services staff to promote the creation of a specialty Domestic Violence court within Coconino County. This court would be based on the existing DV Court in Tucson. The goal of the DV Court would be to coordinate wrap around services for the victim and the perpetrator and to treat the family holistically. The court would operate under a trauma-informed modality to better meet the needs of victims. There is support from one of the local justices to run the DV court program in our area and we are hopeful to get the court up and running in short order. // Purple Ribbon Council to Cut Out Domestic Abuse (DBA BLOOM365) (BLOOM-173) advocates actively coordinate public and private efforts to aid teen victims in their communities. In addition to the delivery of outreach education and information in school-based settings and online via social media our advocates build collaborations with community agencies to improve responses to teen victims, including cross-training, ongoing communication and collaborative outreach during our First Friday Campaigns in October for Domestic Violence Awareness Month, February for Teen Dating Violence Awareness Month and April for Sexual Assault Awareness Month. In addition, collaborating organizations and schools share announcements about our teen centered advocacy services. Partnerships with schools, city government programs, group homes, and youth development organizations still ensure youth have access to bloom365 programs and services. // The Southern Arizona AIDS Foundation's Anti-Violence Project (AVP) (SAAF-170) reports that during the first half of 2021, AVP worked closely with many community partners to ensure clients continue to be safely connected to care and services. Specifically, AVP's previous program manager spent many hours educating hotel managers about the needs of the survivor/LGBTQ+ community. AVP often places clients in hotels when community shelters are unavailable or are unable to accept members of the trans community. AVP's current program manager continues to promote the same efforts among local hotels and has also begun connecting AVP to local behavioral health agencies to better assist victims. // Graham County Victim Witness Program (GCVWP-171) provides brochures of local, surrounding areas, and national assistance options that offer temporary housing, crisis intervention, counselling and food or utility help. Advocates make calls to other facilities and/or communities on behalf of the victims to assist them in coordinating the appropriate accommodation for their need at the time. The Program also held its first annual Victim Awareness Community event to help foster more awareness in the community and trust with victims that the Program really is on their (the victim's) side. // Chicanos por la Causa, Inc.'s (CPLC) De Colores Victim Services Program (CPLC-121) coordinates with the Arizona Coalition to End Sexual and Domestic Violence, the City of Phoenix, the Mexican Consulate, private immigration attorneys and community Agencies to provide services to victims of crime. CPLC promoted resources and available services to the Latino community in their language on the public Spanish Network. CPLC also completed a presentation in honor of Domestic Violence Awareness month via social media.

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

The Purple Ribbon Council to Cut Out Domestic Abuse (DBA BLOOM365) (Bloom-173) reports it now has Memorandum of Understandings (MOU) with A New Leaf, Chicanos Por La Causa, Northland Family Help Center, Kingman Aid to Abused People, Jewish Family and Children's Services of Tucson, Onward Hope and other agencies to facilitate its outreach education 7-Dose curriculum in local schools and communities across the state regarding teen dating violence. In addition, our MOU with the Phoenix Union High School District was renewed, and a cooperative agreement was approved for the provision of our programs and services in the Peoria, Paradise Valley, Scottsdale, Mesa and Chandler School Districts. // The Arizona's Children Association's Las Familias program (AzCA-00202) expanded its outreach and coordination efforts to include Davis Monthan Airforce Base through the development of a group for military survivors/victims of childhood sexual trauma. // The Area Agency on Aging, Region One's DOVES Community program (AAA-228) reports, due to the isolation and lack of in-person contact caused by the COVID 19 pandemic, the DOVES Program focused its service delivery utilizing remote options such as Zoom and Microsoft Teams. These services include victim intakes, needs assessments, interviews, and support groups. Victims have shared this new connection during the pandemic has been of tremendous emotional support. // Sojourner Center's Work Force Development Training for Domestic Violence and Human Trafficking Victims program (SOJO-240) reported that throughout its history, attunement with its community's needs and implementation of best practices have been paramount to its success. As studies about trauma revealed a deeper understanding of the impacts and ways to overcome them, it became clear to Sojourner Center leadership that it was essential for its culture to evolve. A commitment was made to understand, embrace and execute trauma-informed principles throughout the agency, to better care for staff and those seeking assistance. Sojourner Center proudly reports it has earned Organizational Trauma Informed Certification through the Arizona Trauma Institute in June 2021.// The Yavapai County Juvenile Court CASA program (YCASA-130) was able to offer multiple online trainings to its advocates during the year due to the COVID pandemic. Due to the courses being offered in an online and on-demand format more CASAs were able to participate, and the agency had 10 CASAs and 4 staff members complete the 11-hour trainings to become Certified Trauma Support Specialists with the Arizona Trauma Institute and in turn offer improved trauma informed care to its child victims. // CODAC Health Recovery & Wellness, Inc.'s Southern Arizona Center Against Sexual Assault (SACASA) Advocacy, Therapy & Healing project (CODAC-136) opened for providing medical forensic exams at a second area hospital, Banner University Medical Center. The proximity to the University of Arizona is key in supporting university victims, and others from another Pima County jurisdiction (important for law enforcement). This is a huge accomplishment for the community. Also, in addition to the Office on Violence Against Women-required training modules, advocates received trainings related to serving a variety of specialty populations (such as LGBTQIA+, veterans, Mexican nationals, etc.) by experts in serving those communities.

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

Against Abuse, Inc. s Casa Grande Victim Services program (AAI-166) provides that one elderly victim left her abusive husband in the middle of the night, however she was afraid to park her car at the shelter because her husband knew where the shelter was (he had dropped her off there when she catered a special event for the agency a few years ago). She asked her neighbor to drop her off near the shelter and she walked a block. By the time she got to the gate, she saw her husband s car pass by down the street. Staff called the police, who warned her husband not to go near the shelter. Because she was still frightened, staff escorted her to a local hotel and provided safety planning for the evening. In the morning, staff assisted the victim in filing an order of protection and discussed with law enforcement how the victim would be able to go to her place of business in safety. Without VOCA funding, Against Abuse, Inc. may have had to cut graveyard shifts like other shelters have or cut funding for motels, and this victim would not have received the care she needed. // Arizona Legal Women And Youth Services (ALWAYS) Victim Justice and Advocacy project (ALWYS-179) helped a minor child who was the victim of child neglect, undocumented, deaf, and living in the United States without any parents or legal guardians. ALWAYS represented her in juvenile court, establishing a permanent guardianship so that she could safely live in the legal care of her aunt and uncle. The agency then represented her with United States Citizenship and Immigration Services and helped her get legal permanent residency. Now she attends high school at the deaf school, has a safe and permanent home with her guardians, and has educational opportunities that were previously inaccessible to her. // Eve s Place s Navajo Nation Mobile Advocacy A client entered the program at the end of 2020. Her abusive partner left with the children and would not allow the client to see them. The client was referred by the court in Kayenta as she was having difficulty completing the forms. The client was assigned an advocate to work with her emotional needs and was referred to the attorney for the legal issues. The staff completed her safety plan and provided a list of documents that she would need for her appointment with the attorney. The client found out that the father had moved to Mesa with the children that created a problem with jurisdiction. The attorney met with the client to complete a change of venue packet to get the case back to the Navajo Nation. The packet was sent to the Mesa court. The Mesa court denied the request as the father had rights to the children. The client and attorney then refiled for emergency custody siting the Navajo Nation as having original and exclusive jurisdiction of children's matters. The client and attorney contacted the Mesa court to file the petition to move the case back to Navajo Nation. The Mesa court required that the client appear in court in person to file the petition and return the next day for the documents. The Advocate worked with the client and provided assistance with hotel, gas and meals to attend court and to return home. The client was able to file the petition, returned the next day to collect the documents and returned to the Navajo Nation with the document that granted jurisdiction to the Navajo Nation. The case was then refiled in the tribal court and emergency custody was granted. The client was again provided with assistance for meals and gas to pick up the children in Mesa. The client is now filing for permanent custody and works with the Advocate and Attorney to keep up with the court documents, attend support groups and individual appointments. // The Arizona s Children Association s Las Familias project (AzCA-202) reports it assists a victim of physical abuse, neglect, child sexual abuse, and multiple sexual assaults as an adult. This victim continues to experience the impact of her victimization despite a history of hospitalizations and psychiatric services. She experiences auditory and visual hallucinations, suicidal ideations, self-harming behaviors, symptoms of hoarding, extreme difficulty leaving her home, and fear of people. Many weeks, she only leaves her home to come to therapy. The services she is provided through VOCA funds have brought her to a place of healing that allowed her to nearly eliminate her self-harm, maintain some nurturing relationships, graduate with her associate degree, and look forward to her first job interview next week. She continues to receive services to assist her in healing from her victimization and managing her ongoing trauma symptoms, and reports that she would not have been able to succeed in school or avoid attempting suicide if she hadn't received the services she is currently receiving through VOCA funds.

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

Following are examples of efforts taken by subrecipient agencies to serve victims of federal crimes. The Arizona s Children Association Las Familias program (AzCA-202) continues to coordinate with the Pascua Yaqui Tribe for sexual abuse treatment services for tribal members who have been a victim of childhood sexual abuse. Las Familias collaborates with the US Attorney's offices who will refer victims of crime to Las Familias for sexual abuse services . Las Familias continues its relationship with the Federal Prosecutor's Office regarding providing services to victims of sexual abuse whose cases are in the Federal Prosecutor's Office, particularly when crisis services are offered following a forensic interview. Specifically, the program made efforts to serve both child and adult victims of sex trafficking during this reporting period. This effort was enhanced through agency education, advisory board participation, MDT collaboration and expansion of current program initiatives. // Child Crisis Arizona s Children s Residential Services program (CCAZ-131) accepts victims placed by the Salt River Pima Maricopa Indian Community and the Gila River Indian Community, federally recognized Native American tribes. It provides multiple services for victims that include emergency shelter, family support, and foster care placement. While working with the Native American tribes, CCAZ works closely with tribal social services, keep the children/youth connected to tribal gatherings and anything specific to their individual and cultural needs. It also staffs the cases of the children in its residential facilities in its Foster Care program when appropriate to help with the placement of these victims into a home-like setting that might best meet their needs and maintain tribal connection. // EMPACT – Suicide Prevention Center s Trauma Healing Services – Advocacy project (ESPC-22) reports case management, advocacy, crisis, and therapeutic services have been provided to several Native American individuals who have been crime victims. Staff works to coordinate care with advocates from the tribe, as well as advocate for the rights of these individuals. Staff helps to provide victims of federal crimes with information on Victims Compensation, often something that victims do not realize they are eligible for. Furthermore, the agency 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 the services we provide. Therapists continue to work with and provide culturally sensitive therapeutic intervention of those who identify as Native American. // During FY 2020, Arizona Voice for Crime Victims (AVCV) (AVCV-200) was retained by victims in a federal case involving the murders of two people , one of them was a child. The government sought the death penalty, and the sentence was carried out. During FY 2021, AVCV was in contact several times with the victim who attended the execution to ensure he was coping well in the month afterward. AVCV also previously represented a victim of sex trafficking. After several years in federal prison, one of the offenders would be released from prison. AVCV knew that she had opted in for victim notifications but reached out to her to ensure she has received her notification and to discuss any concerns about her safety. While not victims of federal crimes, AVCV represent victims in several state death penalty cases that have made its way into the federal habeas system. Under the federal Crime Victims Rights Act, victims in federal habeas proceedings arising out of a state conviction have rights not to be excluded, to be reasonably heard, to be free from unreasonable delay, and to be treated with fairness and respect for the victim s dignity and privacy. In these cases, appeals often span more than a decade or two at the detriment of the victims. AVCV has three cases currently in the federal habeas process and regularly asserts the right to be free from unreasonable delay.

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

The Southern Arizona Children's Advocacy Center (SACAC-98) reports COVID-19 continues to have an impact on crimes involving children. SACAC's initial concern was the reduction in reports of abuse and neglect. However, that was short-lived, as cases began to rise within two months of the Governor's restrictions. Unfortunately, the severity of the cases we are seeing continues to demonstrate that family violence has gotten worse during the pandemic. // The Glendale Police Department (GPD-146/147) outlines the following trends affecting victim services - 1) Continued restrictions on court houses that limit the number of people allowed into a court. 2) Continued restrictions in court houses that do not allow individuals to enter a court for a protective order until the online application has been completed. 3) Ongoing delays in court cases that may run three months to one year behind schedule secondary to COVID. In addition, many of these hearings continue to occur online which can often create a technology struggle for victim participation in the case. 4) Increases in housing costs limiting affordable housing options for victims wanting to exit an abusive situation. 5) Many community organizations continue to operate from a remote capacity limiting the accessibility for walk in or crisis clients. 6) Low level of criminal prosecution filing rates for sexual assault and child crime cases. Many of these cases are being turned down by the Maricopa County Attorney's Office often due to "no jury appeal". // City of Mesa Prosecutor's Office (MCPVS-11) reports a notable trend affecting crime victims in Arizona is the lack of quality, affordable mental health services within the community. Also, families who have members with more significant mental illness find themselves stuck in cycle where they must make a choice between their own safety or kicking a loved one out on the street. // Prevent Child Abuse Arizona (PCAAz-84) indicates the issue that seems to be most prevalent at this time continues to be human trafficking for both adults and children. Training and community awareness regarding this issue had begun to really gain momentum in Yavapai County prior to the pandemic but now the agency can see that much of that work will need to be redone. Another pressing issue is the increase in frequency and severity of domestic violence, child abuse and exploitation that seems to be the result of 18 months of social distancing, isolation, and increased housing, income, access to resource issue that people have faced during the pandemic. // The Southern Arizona AIDS Foundation (SAAF-00170) reports a decrease in availability of community services across the board. Clients have reported that food is in shorter supply, it is difficult to work with any other agency (for example offices have not been physically open due to COVID), busses have been running but at lesser capacity, behavioral health agencies are so inundated that it takes up to 3 months for clients to see a prescribing psychiatrist, and shelters are over-filled both physically and fiscally. // Arizona Voice for Crime Victims (AVCV-200) A notable trend this reporting period has been a group of defense attorneys and their investigators who have been trying to have AVCV removed from representing victims by filing motions to determine counsel and manufacturing ethical conflicts. // Verde Valley Sanctuary (VVS-74) : reports 1) an increase in the elderly female population as both victims of domestic violence and sexual assault, 2) a significant increase in victims with unmanaged or undermanaged mental health conditions, 3) statewide there is an unprecedented housing crisis that is highly detrimental to underserved populations, 4) shelters are serving more and more victims who have been assaulted at homeless encampments. // The Yavapai County Juvenile Court CASA (YCASA-130) provides there has been a significant increase in the distribution and use of the drug Fentanyl. In April of 2021 the Yavapai County Sheriff Department reported a 1500% increase in seizures of Fentanyl in Yavapai County. Also, due to the COVID pandemic, Arizona has been greatly impacted by a lack of social workers, therapists, and cases managers in the child welfare agencies and behavioral health providers. // The Arizona Department of Economic Security (AZDES-172) indicates increased stress as a result of caregiving, isolation, financial strain, and health concerns continue to materialize in investigations. In addition, there are increased reports of both abuse and neglect in facilities such as nursing homes, potentially because of staffing shortages. Also, cases are becoming more complex and have more alleged perpetrators than in previous years.

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

The Department of State – Secretary of State reports that all team members/staff are still with the Address Confidentiality Program (6 team members/paid staff). However, if the agency is unable to offer salary increases there is a concern that it may start to see members look for work elsewhere as it may no longer be competitive, and the workload is again increasing with participant count increasing. // Victim/Witness Services for Coconino County (VWS) (VWSCC-224) reports it has experienced high turnover during the last year in part due to lower salaries and benefits. It has been difficult to compete with other for-profit businesses in the area, particularly since the cost-of-living in Flagstaff, AZ is high. While VWS does its best to remain competitive in terms of salary and benefits, it is still a non-profit. Some turnover is due to the fact that its starting salary is only high enough to attract people right out of college. That population tends to be more transient and less likely to stay at a job for more than 2 years. That population is also, frankly, more likely to feel entitled to better benefits, not to understand the constraints/trade-offs of working for a non-profit than those who have more working experience. // 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 Victim Services Division is actively addressing staffing retention. Also, some applicants have been unable to pass the county's stringent background checks. The pandemic also presented unique challenges as employees were concerned with their health and the health of their families. // Catholic Community Services of Southern Arizona (CCSSA-86) provides that during this reporting period it has continued to see an increase in workloads due to staff and their families needing time off for COVID or COVID quarantine. Salaries and staff burnout have always been an issue, working in programs that are 24 hours a day, 7 days a week. Applicants have decreased over the pandemic, leading staff at times to work longer hours with less time to be with their own families. // EMPACT -SPC reports that stressors in the world continued to affect its staff's levels of stress/burnout, including the COVID-19 pandemic, political division, racial injustices, hate crimes, and more. Many positions have been posted for months without being filled, especially bilingual positions. In addition, many student interns have chosen internship placements where they can work exclusively via telehealth with private practices, which led to less interns accepting or applying for placement in the last fiscal year. Compensation and burnout combine to present retention challenges. After working long enough to secure an independent license, usually within about three years, new therapists are fatigued from the high stress levels resulting from work with trauma victims. Furthermore, they have gained upward financial mobility with their independent license status, so typically they move into private practice or into supervisory positions. Turnover is high, and practicing clinicians are often recent graduates. // Sojourner Center reports the impacts and reminiscence of the COVID-19 pandemic continues to impact its staffing levels. The agency has faced a significant amount of staff turnover and believe factors such as concerns around safety from the pandemic and/or not receiving hazardous pay while working through the pandemic. In addition, it has seen a slower rate of applications for employment to fill vacancies combined with encountering a high number of applicants not showing up to scheduled interviews that were either in person and/or via ZOOM. Lastly, the agency has also encountered applicants showing up for the interview and being offered the position within 24 hours from the agency. However, not receiving a response from applicants with a decision if they would accept or decline the position. // The Pinal County Attorney's Office states that in FY 21, it had seven employees resign and one whose employment was terminated. Pre COVID on average 70 applications would be received for Victim Advocate vacancies. During recent recruitments we received 18-20 applicants. During the interviews one of the vacancies. 18 applicants all were invited for interviews and only four showed. The agency also

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recently completed a salary comparison with regards to advocate salaries and they are substantially lower than the midpoint salaries for advocates at the city court level. In addition, the mid and high-point salaries for Pima and Maricopa County Advocates are higher as well. In addition, many agencies are now allowing employees to telework an attractive benefit we cannot offer due to many of our courts meeting in person.

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 2020 to 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 2020 to make awards for a three-year period covering October 1, 2020 through September 30, 2023. 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. These delays continue today, and activities directed at these efforts have not progressed at the anticipated rate. Due to the present varying levels of concern and required safety regarding COVID-19, virtual implementation of activities are being scheduled for calendar year 2022.

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

Haven Family Resource Center, Inc. (HFRC-24) reports that during the end of the pandemic stay at home order, the needs of the victims were very individual and constantly changing. For example, assistance with obtaining orders of protections, help with landlords and other service providers increased as staff navigated an ever-changing world. Staff also assisted several families working with children who had not only been victimized but are faced with changes in their routines due to home schooling or school closures. Also, a large turnover in investigative partners (child safety and law enforcement) found staff assisting many new team members in protocols and procedures. // Safe Child Center at Flagstaff Medical Hospital state there continues to be a gap in behavioral health services for victims less than 8 years of age, as they are not developmentally equipped to engage in virtual therapy sessions. After surveying the community BH therapists, staff found a few counselors that do therapy in-person with this age group.// Arizona's Children Association (AzCA-202) provides that since Las Familias is a program within a larger statewide agency, the program has access to the greater behavioral health, prevention and child welfare services that may assist the victim. Victims are also able to access services of similar focus when moving to another part of the state due to Arizona's Children Association providing services in all 16 counties. Having a personal advocate position funded this reporting period has significantly assisted clinicians to provide gaps in services which they previously struggled with while providing the therapeutic treatment necessary for victims. Additional funding from the DPS VOCA Project has also allowed for the provision of Emergency Assistance which is so critical for many of the victims served by Las Familias. Telephonic and telehealth services were also utilized to respond to gaps in services. If a preferred therapist was not available at a nearby location, or if scheduling/transportation/childcare concerns proved to be a barrier to services, victims were given the option to engage telephonically or via telehealth with a provider. // Alice's Place (Alice-132) states that in its rural area, transportation is very limited and, in many areas, nonexistent. Through its Mobile Advocacy program, staff can respond to crisis intervention and/or provide advocacy services within a 40,000 square mile area. When a victim needs shelter, they can be safely brought into shelter. If staff do not have bed space or if the area is not safe to the client, staff work with other programs to find placement then transport the family to a safer location. Staff also provide clients with on-going safe transportation to the many appointments needed for medical, mental health, court hearings, resource appointments, etc. // The Southern Arizona Legal Aid (SALA-156) has embraced telephonic and video conferencing communication with clients and for hearings in Court. The intake unit immediately pivoted to telephonic intakes. The Volunteer Lawyers Program provides family law classes and clinics via telephone and video conferencing, with some carefully controlled in-person appointments for non-English speakers. The Court has been slow to have a plan but staff have continued to move client's cases through court and appear at hearings less than three hours via Microsoft Teams and telephonic. Community groups have pivoted to having meetings via Zoom and other video conferencing and staff have given their presentations virtually. Immigration staff still meet in-person with clients, in the park, or at the office, using distancing and masks or meeting clients downstairs to sign forms. Staff also use One Drive to securely send documents and exhibits and are learning e-filing. // The Arizona Department of Child Safety's Victim Services Unit (DCSVSU) (AZDCS-56) has created a massive bridge in communication for law enforcement agencies/prosecutorial staff. The use of a central general inbox allows anyone involved with minor victims the opportunity to be connected with educated DCSVSU staff members trained in victim rights compliance, DCS child safety/welfare who provide trauma informed care to their clients. The DCSVSU staff is currently working Monday through Friday excluding holidays and makes it their responsibility to respond to inquiries within hours of receiving notice. The DCSVSU manager has provided a link for most all leaders in the victim services community access for assistance when cases are shared with their agencies and DCS.

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

DPS and SACT members will be conducting a process in calendar year 2022 to revise current core performance measures relating to the provision of service(s) with VOCA Victim Assistance funding. The current core set of measures were created many years ago through a process of pulling together like-minded service providers/agencies and discussing the level of impact services should have in assisting victims and survivors. Core measures were created for the focuses of child abuse, sexual assault, sexual assault hotline, domestic violence, and victim/witness. The range of impact included a change in knowledge of rights and services, the engagement in services and supports, and an experienced change in the victims circumstances (e.g. increased safety). While this information is helpful in benchmarking the victim s current and future satisfaction with services, it is also beneficial when monitoring a subaward for service delivery and capacity. These measures are required at the state level and in-house only (not required to legislature, etc.) but are also utilized by other fund administrators for other federal and state funds sources. Given the changing environment, especially over the past 3-5 years (varying levels of funding; pandemic), it is all the more evident that revisions to these core measures are needed.