

AZ Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2022 to Sept 30, 2023]

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

OVC VOCA Assistance Funds					
	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
Federal Award Amount	\$48,758,272.00	\$36,496,512.00	\$23,095,556.00	\$31,026,525.00	\$29,403,647.00
Total Amount of Subawards	\$46,341,964.00	\$29,813,213.00	\$19,562,819.00	\$0.00	\$0.00
Total Number of Subawards	163	130	37	0	0
Administrative Funds Amount	\$2,377,940.00	\$1,249,244.00	\$1,092,525.00	\$1,551,326.00	\$1,470,182.00
Training Funds Amount	\$38,368.00	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$0.00	\$5,434,055.00	\$2,440,212.00	\$29,475,199.00	\$27,933,465.00

Subgrantee Organization Type					
<small>The total number of subgrantees represents all subgrantees 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	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
Government Agencies Only	71	45	9	0	0
Corrections	1	0	1	0	0
Courts	8	4	0	0	0
Juvenile Justice	6	2	0	0	0
Law Enforcement	8	7	3	0	0
Prosecutor	36	27	2	0	0
Other	12	5	3	0	0
Nonprofit Organization Only	92	85	28	0	0
Child Abuse Service organization (e.g., child advocacy center)	9	5	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0	0
Domestic and Family Violence Organization	31	26	8	0	0
Faith-based Organization	3	3	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	16	20	9	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	9	9	3	0	0
Sexual Assault Services organization (e.g., rape crisis center)	3	0	1	0	0
Multiservice agency	13	14	5	0	0
Other	8	8	2	0	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0	0
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0	0
Court	0	0	0	0	0
Domestic and Family Violence organization	0	0	0	0	0
Faith-based organization	0	0	0	0	0
Juvenile justice	0	0	0	0	0
Law Enforcement	0	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0	0
Prosecutor	0	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	0
Other justice-based agency	0	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0	0
Other	0	0	0	0	0
Campus Organizations Only	0	0	0	0	0
Campus-based victims services	0	0	0	0	0

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

Law enforcement	0	0	0	0	0
Physical or mental health service program	0	0	0	0	0
Other	0	0	0	0	0
Total Number of Subawards	163	130	37	0	0

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

Subaward Purpose <small>A single SAR can select multiple purposes. Numbers are not unique</small>					
	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	150	112	28	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	4	6	3	0	0
C. Start up a new victim services project	7	7	5	0	0
D. Start up a new Native American victim services project	0	0	0	0	0
E. Expand or enhance an existing Native American project	2	5	1	0	0

VOCA and Match Funds <small>A single SAR can select multiple service types. Numbers are not unique</small>					
	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
A.INFORMATION & REFERRAL	154	127	37	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	128	113	34	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	136	115	37	0	0
D.SHELTER/HOUSING SERVICES	41	49	22	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	130	104	26	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	163	130	37	0	0

Priority and Underserved Requirements					
Priority Area	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
Child Abuse					
Total Amount	\$4,906,380.00	\$1,779,499.00	\$63,898.00	\$0.00	\$0.00
% of Total Federal Award	10.00 %	5.00 %	0.00 %		
Domestic and Family Violence					
Total Amount	\$15,222,934.00	\$15,503,828.00	\$5,685,113.00	\$0.00	\$0.00
% of Total Federal Award	31.00 %	42.00 %	25.00 %		
Sexual Assault					
Total Amount	\$4,881,414.00	\$3,188,039.00	\$1,562,368.00	\$0.00	\$0.00
% of Total Federal Award	10.00 %	9.00 %	7.00 %		
Underserved					
Total Amount	\$21,326,463.00	\$9,341,846.00	\$12,251,440.00	\$0.00	\$0.00
% of Total Federal Award	44.00 %	26.00 %	53.00 %		

Budget and Staffing					
Staffing Information	2019-V2-GX-0041	2020-V2-GX-0054	2021-15POVC-21-GG-00612-ASSI	2022-15POVC-22-GG-00705-ASSI	2023-15POVC-23-GG-00388-ASSI
Total number of paid staff for all subgrantee victimization program and/or services	2706	2344	1145		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1455020	1065649	332633		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	2660	982	183		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	175119	94314	24759		

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)	78	10662	9656	10536	10384	10309

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

Adult Sexual Assault	102	2004	2109	2020	2196	2082
Adults Sexually Abused/Assaulted as Children	49	709	609	600	606	631
Arson	25	147	156	131	125	139
Bullying (Verbal, Cyber or Physical)	31	715	772	989	705	795
Burglary	44	2258	2342	1982	1871	2113
Child Physical Abuse or Neglect	89	3403	2989	2707	2289	2847
Child Pornography	28	135	136	121	128	130
Child Sexual Abuse/Assault	91	4471	3779	3698	3469	3854
Domestic and/or Family Violence	130	19867	18524	19380	21045	19704
DUI/DWI Incidents	41	1708	1818	1583	1604	1678
Elder Abuse or Neglect	57	4285	3835	4051	1071	3310
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	21	50	38	56	31	43
Human Trafficking: Labor	15	62	67	58	40	56
Human Trafficking: Sex	54	289	352	296	291	307
Identity Theft/Fraud/Financial Crime	47	11513	11633	11771	9240	11039
Kidnapping (non-custodial)	43	425	396	384	364	392
Kidnapping (custodial)	30	81	136	115	146	119
Mass Violence (Domestic/International)	15	95	107	99	85	96
Other Vehicular Victimization (e.g., Hit and Run)	34	1091	1090	901	814	974
Robbery	44	1023	911	983	929	961
Stalking/Harassment	73	3846	2485	2713	2727	2942
Survivors of Homicide Victims	52	3968	3516	3405	3431	3580
Teen Dating Victimization	31	69	108	122	215	128
Terrorism (Domestic/International)	15	35	46	51	38	42
Other	31	10832	10801	10605	8638	10219

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	724	497	643	661	4027
Homeless	1679	1304	1292	1522	9991
Immigrants/Refugees/Asylum Seekers	771	762	832	727	6019
LGBTQ	468	457	458	560	2817
Veterans	875	880	974	833	4443
Victims with Disabilities: Cognitive/ Physical /Mental	4153	3968	4279	1545	21401
Victims with Limited English Proficiency	2397	2124	2125	1702	14052
Other	4254	3711	4370	4143	10813

General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	238692	
Total number of anonymous contacts who received services during the Fiscal Year	13919	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	146819	61.51 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	41351	17.32 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	9342	

Demographics

Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	5345	3.64 %
Asian	1082	0.74 %
Black or African American	9320	6.35 %
Hispanic or Latino	22626	15.41 %
Native Hawaiian or Other Pacific Islander	414	0.28 %
White Non-Latino or Caucasian	55577	37.85 %
Some Other Race	1323	0.90 %
Multiple Races	1387	0.94 %
Not Reported	45890	31.26 %
Not Tracked	3855	2.63 %
Race/Ethnicity Total	146819	

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

Gender Identity		
Male		41922 28.55 %
Female		75077 51.14 %
Other		287 0.20 %
Not Reported		25871 17.62 %
Not Tracked		3662 2.49 %
Gender Total		146819
Age		
Age 0- 12		10159 6.92 %
Age 13- 17		7376 5.02 %
Age 18- 24		12084 8.23 %
Age 25- 59		58666 39.96 %
Age 60 and Older		22241 15.15 %
Not Reported		31827 21.68 %
Not Tracked		4466 3.04 %
Age Total		146819

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	155944	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	195070
			A2. Information about victim rights, how to obtain notifications, etc.	192146
			A3. Referral to other victim service programs	29047
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	96267
B. Personal Advocacy/ Accompaniment	122	47998	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1073
			B2. Victim advocacy/accompaniment to medical forensic exam	1094
			B3. Law enforcement interview advocacy/accompaniment	4685
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	135618
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	848
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2255
			B7. Intervention with employer, creditor, landlord, or academic institution	12373
			B8. Child or dependent care assistance (includes coordination of services)	3974
			B9. Transportation assistance (includes coordination of services)	12431
			B10. Interpreter services	8685
C. Emotional Support or Safety Services	126	75403	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	60249
			C2. Hotline/crisis line counseling	36442
			C3. On-scene crisis response (e.g., community crisis response)	3550
			C4. Individual counseling	49856
			C5. Support groups (facilitated or peer)	21642
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	11318
			C7. Emergency financial assistance	5554
D. Shelter/ Housing Services	43	3009	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	16290
			D2. Transitional housing	12590
			D3. Relocation assistance (includes assistance with obtaining housing)	1823
E. Criminal/ Civil Justice System Assistance	112	137066	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	310833
			E2. Victim impact statement assistance	12926
			E3. Assistance with restitution	42710
			E4. Civil legal assistance in obtaining protection or restraining order	10538
			E5. Civil legal assistance with family law issues	14243
			E6. Other emergency justice-related assistance	4197
			E7. Immigration assistance	1741
			E8. Prosecution interview advocacy/accompaniment	9684

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

	E9. Law enforcement interview advocacy/accompaniment	3478
	E10. Criminal advocacy/accompaniment	114718
	E11. Other legal advice and/or counsel	16069

ANNUAL QUESTIONS

Grantee Annually Reported Questions	Count
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.	2
Number of people trained or attending education events during the reporting period.	87
Number of events conducted during the reporting period.	2
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 two victim advocate academies to provide basic and advanced advocate training to service providers.	
Describe any program policies changed during the reporting period.	
<p>(VOCA-2024-ARC-00155) The Administration of Resources and Choices continues to improve its services by mirroring the Arizona Standards of Practice for Domestic Violence Services, modifying intake procedures to ensure safety and confidentiality, reduce barriers to engagement imposed by lengthy intake procedures or waiting lists- keeping screenings brief and to the point, and by providing group support and check in hours to provide trauma informed and culturally relevant, timely support. ARC has updated phone systems, expanded access by providing all staff with crisis line cell phones, and created phone tree guidelines to ensure live support. // (VOCA-2021-MCPVS-00011) Due to recent changes in legislation, The City of Mesa Prosecutor's Office's (MPO) victim services program made some changes with regards to notification. ARS 13-4433(B) now allows defense attorneys to contact crime victims directly regarding a witness interview. Before this change, advocates would call victims to notify them of a defense attorney's request for an interview and would let the victim know about their right to accept or refuse at that time. Since MPO are no longer making these calls, it has changed its policy so that victims are verbally informed of these rights earlier in the criminal justice process. Similarly, the passing of ARS 13-911 regarding the sealing of arrests, conviction and sentencing records, has necessitated the creation of a new notification letter. When a defendant files a motion to seal records, MPO sends a letter notifying them of this and their right to request a hearing. // (VOCA-2021-AZDCS-00056) The Arizona Department of Child Safety (DCS) has now implemented an Office of Accountability chapter in its administrative policy. This now houses the Victim Services Policy and has been updated to reflect more accurate standard work procedure within the DCS Victim Services Unit scope. This policy applies to all children and youth in DCS care who are identified as victims in any criminal proceeding, regardless of whether the perpetrator was a parent, guardian, custodian, or an individual with no legal responsibility for the care and protection of the child or youth. Language has been modified to better outline the expectations around victim impact statements and the liaisons role as the representative for the minor victim in DCS custody. Some small changes to the transition of Victim Services have been updated to reflect accurate aftercare procedure. // (VOCA-2021-CCCS-00083) Catholic Charities Community Services has eliminated families bringing emotional support animals due to a large refugee population that it serves. Dogs elicit a trauma response because they are used in refugee camps to contain the population. // (VOCA-2021-YCASA-00130) A primary program policy change with CASA of Yavapai County was the recent change of volunteer to coordinator ratios required by the Arizona state CASA office. The previous ratio was 40 CASAs to one coordinator and was changed to 30 CASAs to one Coordinator which is in line with the National CASA recommendation. This change allows for more interaction between the CASA Coordinators in the form of training, case management, and supervision. // (VOCA-2021-MCAVW-00064) The Mohave County Attorney's Office implemented all attorneys to take a laptop computer with them when appearing at a court proceeding. This allows the attorney to input notes from the proceeding directly into the case management system. This new procedure has allowed Victim/Witness to update its procedures. Prior to this update, advocates would attend court proceedings when a victim was not present, but the victim requested to know what occurred at the court proceeding on the same day. Now, advocates can use the attorney's notes to provide the victim the requested information in our office while being able to process and complete various victim notifications including but not limited to plea offers, continuances of court hearings, etc.. Advocates can attend court hearings when a victim is appearing at a hearing and has requested assistance. // (VOCA-2021-PCAO-00049) A major policy change that happened at the beginning of June 2023 was Pima County Attorney's Office's response to crisis calls on scene with law enforcement. As policy currently stands, victim services will only respond in person to crime calls during business hours which are Monday- Friday, 8am to 5pm. All crime calls from law enforcement that are intercepted after business hours will have a telephonic response by staff or in person if there is a full volunteer unit available. The decision in this policy adjustment was made to mitigate staff burnout and address retention due to high vacancy rates in victim services and the concern for the mental health of advocates. PCAO is hopeful that it will be able to resume 24-hour in person response by staff when it is fully staffed and able to do so.</p>	
Describe any earned media coverage events/episodes during the reporting period.	
<p>(VOCA-2021-ALWYS-00179) Arizona Legal Women And Youth Services (ALWAYS) In mid-January 2023, ALWAYS executive director appeared on a televised Spanish-language Telemundo Arizona segment discussing anti-trafficking efforts and resources for trafficking survivors in the Phoenix area. The reporting was intended to educate the Latino/a community as to what shelters, law enforcement, and legal and social services existed in preparation for the uptick in trafficking activity anticipated due to Super Bowl LVII being hosted in Maricopa County. In April 2023, the executive director joined the Arizona Governor's Office of Youth, Faith, and Family's Human Trafficking Council Meeting to present on ALWAYS services and give an overview of the forms of relief trafficking survivors may be eligible for in the state. ALWAYS also participated in the American Bar Association's Model State Statute Project, playing a crucial role in the drafting of the model statutes impacting vulnerable youth across the US. In addition, in June 2023, the executive director and an ALWAYS Legal Advocate conducted a training for the Mexican Consulate in Tucson, Arizona, which was livestreamed to its followers on various channels like Facebook Live and WhatsApp. // (VOCA-2021-CWPD-00016) The Cottonwood Police Department's Victim Assistance Program was featured in the local newspaper and on social media outlets after speaking to a large group in a nearby town. The Victim Advocate had the opportunity to educate the group on victim crimes and how this Program addresses crimes involving children. The Advocate promoted the use of the agency's facility dog to ensure victims feel safe and secure when reporting their crime, speaking with investigators, or taking the stand during a court case. // (VOCA-2021-POMC-00116) Parents of Murdered Children (POMC), Valley of the Sun Chapter has been fortunate this year as it has been featured multiple times in and on various media platforms. People magazine did an interview with a couple of the agency's members along with pictures. Several members have spoken to the media about their cases and POMC has been mentioned multiple times. Channel 10 Fox News was at the National Day of Remembrance event. The footage aired at the end of prime-time TV. It's been viewed and shared multiple times on the internet. A handful of members have sought out media coverage regarding their cases which they graciously mention POMC. There have been a couple of podcast interviews which also add a new platform for the organization. All of these things are shared in the newsletter and if possible, a link is provided for members to view on their own - it is very encouraging to survivors to see that news coverage is out there. // (VOCA-2021-COCJC-00090) In the past year, CASA of Coconino County was able to get two front page stories in the local newspaper the Arizona Daily Sun, one on CASA's commitment to recruiting diverse volunteers and the second was about the addition of two court facility dogs. In addition, the Recruiter and Trainer was able to get a brief radio interview with a local radio station called KAFF Country about the CASA program and recruitment efforts. // (VOCA-2021-PRESPD-00174) During the reporting period, the Prescott Police Department VOCA-funded victim advocates participated and were recognized in several community coordinated events that earned media coverage. Such events were either virtual, via social media campaigns, or in person. Included were: Take Back The Night 2023, which is a candlelight vigil designed to bring awareness to survivors of, or those who have lost their life to, domestic violence; Hope Fest 2023, where by participating the Department was able to conduct outreach to underserved populations; NO MORE 2023 Sexual Assault Rally and March; Domestic Violence and Sexual Assault awareness months, respectively in October 2023 and April 2023, along with National Crime Victims Rights Week where a media campaign was run via the department's social media sites. These coordinated efforts continue to strengthen the program's relationships with community partners and build collaboration when assisting victims through the criminal justice system. Additionally, the Victim Services Facility K9 received numerous newspapers as well as a magazine spotlight on how she is specifically trained to work with victims and how the department's Victim Services Unit can assist those in our community. Further, the Senior Advocate was asked to participate in the Bob Show, which is a local radio spotlight, to speak on critical happenings in our county. The Senior Advocate spoke for an hour on the topics of Domestic Violence and Sexual Assault and the Victim Services Unit.</p>	
Describe any coordinated responses/services for assisting crime victims during the reporting period.	

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

(VOCA-2024-HSNA-00232) During the reporting period, many of Housing Solutions of Northern Arizona (HSNA) clients were referred to Sharon Manor through the Front Door Coordinated Entry program. HSNA worked collaboratively with Catholic Charities who helped households with deposit and move-in assistance so they could access transitional housing resources at Sharon Manor. The Flagstaff Family Food Center works with Sharon Manor residents and staff so that they may "shop" for food at designated times for residents' groceries, groups, and community events. Many residents connect with mental health resources through local mental health/substance abuse providers. Case Managers work with therapists to coordinate resources for clients living at Sharon Manor and provide crisis response. HSNA works with adult probation to support residents who have criminal background concerns who are navigating the criminal justice/courts system. // (VOCA-2021-MCAO-00209) This year, the Maricopa County Attorney's Office (MCAO), the Attorney General's Office (AGO), and the other county attorneys offices in Arizona came together to respond to the dissolution of the Psychiatric Review Board (PSRB). The PSRB was responsible for Victims Rights notification regarding post-conviction review hearings in which the offender's civil commitment and community supervision level were reviewed and either continued or modified. Victims and NOK in cases where the defendant was found Guilty Except Insane have a right to be notified of and heard at these review hearings. With the dissolution of the PSRB, the responsibility of notifying victims of their rights during this process is now assumed by the MCAO and other county attorneys offices. The agencies collaborated to determine a proper procedure for contacting victims and Next of Kin in these cases to let them know about the change and created an opt-in form and notification letters specifically for these cases. The advocates worked diligently to collect supporting restitution documentation from victims to have restitution ordered at sentencing. When restitution was not ordered at sentencing, the advocate maintains regular contact with the prosecutor to obtain a stipulation or set a Restitution Hearing for a judge to hear the evidence and issue an order. The advocate is focused on getting relevant information promptly for the court to issue an order to make the victim whole again. // (VOCA-2021-AzCA-00202) Las Familias is a member of the Multidisciplinary Team (MDT) hosted by the Southern Arizona Child Advocacy Center (SACAC) which includes SACAC and Las Familias staff, Arizona 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 agreed 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 for victims of child abuse, child sexual abuse, witness to homicide, teen sexual assault, and other crimes. // (VOCA-2021-SALA-00026) Partners to whom the Southern Arizona Legal Aide (SALA) refer clients include law enforcement, the domestic violence shelter/advocates services provider, Emerge Center Against Domestic Abuse, local mental health and substance abuse providers including CODAC, the courts, the local bar associations, and various prosecutors. SALA especially works closely cross-referring with Emerge. SALA makes referral to Step Up 2 Justice and the Pima County Bar Association's lawyer referral service. On certain domestic relations cases and sometimes immigration cases, SALA will work together with prosecution to coordinate the criminal, civil, and administrative case services to the victim. In some cases, various staff at SALA will help a client with housing, safety planning, and Orders of Protection. SALA also has co-counseled with a volunteer attorney on a defamation case involving a client's victimization. // (VOCA-2021-PCJC-00037) At Pima County Juvenile Court (PCJC), the Volunteer Advocate becomes a member of the child's professional team upon appointment, thereby gaining the authority to collaborate in the coordination of responses/services for child crime victims. Specifically, the teams are made up of: Arizona Department of Child Safety Case Manager; the child crime victim; the child's attorney; the parents/guardians and their attorneys; behavioral health case manager; assigned therapist(s); school representatives; medical professionals; placement; relatives; and the judge.

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

(VOCA-2024-HFRC-00024) Like the last few years, Haven Family Resource Center has seen an increase in the severity of the violence occurring in the families we serve. The affordable housing crisis has also impacted victims and their families. // (VOCA-2021-NFHC-00100) Northland Family Help Center is located in a rural area of the state and frequently encounters the barrier of victims lacking transportation or telehealth connection options to access victim services. The request for shelter is much higher than what can be provided with current bed spaces. Victims state their frustration on the crisis line due to no other options because other programs in the region and throughout the state are also at capacity. Funding continues to be very limited to sustain or grow programs despite high demand for services, and lack of staff to fill positions due to inability to pay comparable wages for difficult work. Programs continue to face major changes if federal funding continues to decrease and state funding does not increase or sustain current funding assistance. NFHC data on the number of clients not provided shelter due to no space increased every year the past few years. // (VOCA-2021-JFCS-00038) Participants in the Jewish Family and Children's Services Shelter Without Walls program fear seeking help from law enforcement, and many report lack of assistance or support when they do call. They also report inconsistent enforcement of protective orders and injunctions against harassment. Additionally, many clients in the SWW FAC program fear law enforcement because of the intense immigration issues they hear about both nationally and locally. The lack of affordable housing remains a significant barrier and it has worsened significantly over the past couple of years. The lack of affordable and accessible medical and behavioral health services for victims is a problem as well, as is transportation. Moreover, of course, the on-going scarcity of pro bono or low-cost legal representation remains a significant barrier to success. // (VOCA-2021-LSCVA-00027) This year, Legal Services for Crime Victims of Arizona (LSCVA) staff received a high number of requests for assistance for victims of domestic violence with family law matters such as divorce, legal decision making, and parenting time. At this time LSCVA does not provide family law services, and it can be difficult to find agencies that offer free or low-cost family law attorneys for victims in need. // (VOCA-2021-AProb-00035) The Arizona Superior Court in Pima County provides that a statewide issue is the unpredictability of continued funding or reduction of funding for victim services and VOCA. // (VOCA-2021-AVCV-00058) Arizona Voice for Crime Victims (AVCV) reports, as in previous years, the biggest issue that prevents victims from receiving assistance is available funding. Despite the number of criminal offenses in Arizona, AVCV's current funding only allows us to provide no cost legal and social services to a small number of crime victims. One of AVCV's other funding sources has come to an end and we lost staff as a result. AVCV is expecting a staff reduction after this current fiscal year due to the health of the VOCA fund. As a result, there are victims who have to be turned away and do not receive representation. Additionally, when funding is unstable, employees begin to look for other jobs which contributes to not being able to provide services to as many victims. 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 or civil legal assistance. // (VOCA-2021-CHRY-00110) Chrysalis Shelter for Victims of Domestic Violence, Inc. reports a substantial barrier that exists for victims in Arizona is the lack of license transferability for therapists to serve clients who travel out of state. This barrier has been problematic by preventing clients who leave the state from staying connected with their therapist in Arizona. // (VOCA-2021-MESAPD-00028) The Mesa Police Department reports rising housing costs have prevented individuals from securing stable housing, whether it's needed to flee an abuser or to recover after criminal victimization. Additionally, a decline has been seen in the availability of shelter beds for victims which continues to be a gap in the services that are provided to victims of crime and their families. Also, victims with complex issues (medical, substance abuse) experience additional challenges in finding placement at shelters, and some victims report that stringent rules at some shelters prevent them from seeking them when needed for safety.

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.

(VOCA-2024-SOS-00072) The Department of State - Secretary of State Address Confidentiality Program (ACP) team members continued to provide quarterly trainings to new advocates in the field on becoming a registered application assistant. Staff continued providing these trainings virtually throughout FFY 23. ACP team members attended the National Association of Confidential Address Programs subcommittee meetings, Maricopa Association of Governments (MAG), and Arizona Coalition to End Sexual and Domestic Violence committee meetings. Staff also provided presentations to public school districts, the State Bar Association, and participated in an Arizona Prosecuting Attorney's Advisory Council podcast. Staff also provided education the Arizona Department of Child Safety's multidisciplinary teams. Reaching southern Arizona counties and reservation land has been a goal of the ACP since 2021. This year the ACP team was able to add additional programs as well. One is located on reservation land and two in counties where there were none or only one registered application assistants currently. This is a big win for the ACP and victims in this state, especially since the community collaborator position was not funded during this grant period. // (VOCA-2024-GPD-00146/147) The Glendale Police Department Victim Assistance Unit has a long history of engaging both non-profit community agencies along with the business community into the investigations/services completed at the Glendale Family Advocacy Center (GFAC). GPD works with multiple community agencies to mobilize community services for crime victims. Staff coordinate with many government entities for immigration and multiple state jurisdiction issues. GPD also collaborates with private mental health agencies to provide contractual trauma counseling services (initiated within 72 hours of referral). Lastly, GPD partners with businesses/philanthropic/charity organizations within our community for in kind donations to support victim outreach and interventions provided at the GFAC. // (VOCA-2021-CHI-00015) During this reporting year, through support from the License Plate Grant from the Governor's Office of Youth, Faith, and Family, Childhelp Inc. developed six protective factors parenting videos as well as an additional video on Nurturance and Attachment. This online training module has been sent to multiple partner agencies working with children and families. The aim of this project is to help support parents and as another prevention tool for instances of child abuse as household stress is a known risk factor for abuse. Additionally, Childhelp developed an Adverse Childhood Experiences (ACEs) online training module for Firefighters/EMS as well as a modified version for Law Enforcement and Secondary Responders. // (VOCA-2021-DoC-00128) During the year, Defenders of Children (DoC) established a close working relationship with the leadership of the Arizona Child & Family Advocacy Network through which we provided trainings to and served as a resource for multidisciplinary teams throughout the state. DoC also continued to take on difficult legal cases whenever staff sensed an opportunity to make a broader impact on protecting and promoting victims' rights across the state by educating courts about domestic violence and child abuse and by using special actions and appeals to compel the courts to interpret and enforce victims' rights in the most expansive way possible. In one case, DoC intervention succeeded in encouraging the Arizona Attorney General's Office of Victim Services to add the victims' rights provisions within the criminal rules of procedure to its required basic victims' rights training. // (VOCA-2021-FreeA-00210) Free Arts for Abused Children of Arizona hosted an annual conference that brought together public, private, and nonprofit agencies to develop the community of service providers working with child abuse victims. At the conference, Free Arts provided training on our unique programming using therapeutic art techniques with abused and homeless children. We also provide an opportunity for the agencies/organizations to connect directly to share best trauma-informed practices and share resources/referrals. In addition to providing an opportunity for agencies in different sectors to connect and learn from one another, Free Arts also leverages education and arts/cultural organization partners to expand our reach. The Herberger Theatre Center provided a professional venue for our Camp Series focusing on performing arts. Other facility and arts/culture partners include the Desert Botanical Garden, The Heard Museum, Musical Instrument Museum, Phoenix Children's Museum, Scottsdale Center for the Performing Arts, Butterfly Wonderland, Phoenix Art Museum and Ballet Arizona. These partnerships increase Free Arts capacity to serve child victims of crime and they provide a professional location or service that some population(s) would not otherwise experience.

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

(VOCA-2024-Amber-00212) Amberly's Place Inc. continues to improve the delivery of victim services by offering victim advocates training opportunities. Recently, advocates have received initial training on responding to victims of human trafficking in order to recognize and respond more appropriately. We have invited staff from juvenile probation to join our MDT and provided additional training for their probation officers to reach potential victims within the juvenile justice system. Recently, Amberly's Place has had the opportunity to strengthen collaboration with both local tribes by working with Indian Health Services and tribal social services. This partnership will improve our capacity to serve victims of abuse from both tribes in a more robust capacity. // (VOCA-2024-VWSCC-00224) Victim Witness Services Coconino County/Victim Witness Services (VWS) for Northern Arizona has established and stabilized additional satellite offices over the last year. Eight years ago, VWS had one office based in Flagstaff, AZ. VWS now has a total of eight offices, including the headquarters in Flagstaff and satellite offices in Page, Tuba City, Williams, Grand Canyon Village, Kayenta, Chinle and St. Michael's, all in Northern Arizona. During the same period, year over year (including the COVID-19 lockdown years), VWS has steadily increased the number of clients served each year. Eight years ago, VWS served just under 1,000 clients and responded to approximately 350 crisis calls. In the most recent fiscal year (based on the July 1 start date), VWS served just over 2,400 clients and responded to 997 crisis calls. // (VOCA-2021-ESPC-00022) Over the last fiscal year, EMPACT-Suicide Prevention Center met client needs by continuing to offer face to face treatment to clients as well as providing telehealth where preferred. Staff continue to provide some of groups via telehealth and poll clients quarterly on whether they would prefer to move their group back to in person. The wait list remained high over the last year, and staff began providing individual crisis support to more clients on the wait list than is typical to address high needs. This involved both training more staff and interns in how to provide crisis-related support and skills, and identifying clients that require this type of support in order to remain on our wait list. Typically, clients would receive 3-6 crisis support sessions prior to beginning individual trauma-focused therapy if they were experiencing acute symptoms. This was also helpful for clients who were not ready to participate in a support group. Staff also provided initial telehealth sessions to clients in DV shelters in order to build rapport and minimize barriers. EMPACT also began providing group therapy out of New Life Center's emergency shelter and connected these clients to have the opportunity to participate in VOCA-funded services post-discharge from shelter. Staff built on current partnerships with the Phoenix Family Advocacy Center (FAC) and expanded formal/onsite FAC partnerships to include the Mesa and Glendale Family Advocacy Centers with support from a new grant. EMPACT began providing an Expressive Arts Therapy group to clients who prefer to process through expressive arts. Staff began offering a Body-Based Skills group, incorporating Tension and Trauma Releasing Exercises (TRE), to support clients in releasing trauma from the body. An LGBTQ+ trauma support group was also started to provide an environment wherein LGBTQ+ clients can process trauma-related stress and provide and receive support from others with similar experiences. Therapists were trained in BrainSpotting Therapy, which is an evidence-based trauma treatment that can be provided in individual therapy. EMPACT also continued to offer live supervision and observation of interns, which has supported their training process and assisted in higher quality of care for clients. // JFCS-DV Therapist 229: We were able to train more staff in more levels of Triple P, and evidence-based parenting program that we have found effective in helping our clients rebuild healthy families healing from trauma. At the start of the year, we were able to provide one level of intervention. We now have each staff member trained and accredited in three levels each, so we are now able to provide seven different types of intervention. // (VOCA-2021-NLC-00080) During this reporting period, New Life Center restructured its case management services to improve service delivery for crime victims. All case management plans and forms were updated utilizing best practice knowledge in the field and feedback from participants and staff. Additionally, community-based/outreach advocates continued to provide advocacy to those in the community, with holistic healing services available at Sunshine Healing Services. These activities are notable based on limited availability of alternative healing modalities in our community for crime victims.

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

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

(VOCA-2024-ARC-00155) The Administration of Resources and Choices reports the COVID pandemic raised the bar for victims' services, when it comes to later life domestic violence, considering that many older victims suffer from health conditions that increased their risks of hospitalization or death. One woman, whom we will call Ethyl, had been in an abusive marriage for 57 years, never realizing how abusive it was because she had been abused as a child and her whole life. Due to COVID, she ended up at a rehab facility who knew about ARC and called us to intervene. As it turned out, Ethyl had heard about us from a neighbor, but never thought of herself as a victim until the abuse turned sexual. It took us months to help Ethyl work through the trauma she endured during COVID and long-term effects on her aging body. We helped her with an order of protection, invoking victims' rights, divorce, getting legal help and representation to protect her estate and legal entitlements, and to grieve a lifetime she realized she lost in believing that abuse was all there was. // (VOCA-2024-SACAC-00098) The Southern Arizona Childrens Advocacy Center has the honor of being involved during the critical moments when children and youth move from danger to safety. We recently helped K*, a 15-year-old transgender male (assigned female at birth; identifies as male). He went to a party with friends, where an acquaintance put something in his drink. He woke up after everyone else had left, lying in the bed with no clothes on and with bruising and pain in places he should not have bruising and pain. He knew right away he had been sexually assaulted but didn't remember any details at all. He got himself out of there as fast as he could and rushed to school the next morning. When he told his school counselor what had happened, she called the police, and they brought K* to the Childrens Advocacy Center. When he first came to the center, he was terrified. He couldn't stop shaking and wouldn't make eye contact with anyone. Our team made sure he knew exactly what was happening and why, every step of the way. We made sure he knew he could stop the exam at any point if it made him uncomfortable. When the exam was over, he said, That s it? I did it! He left here feeling triumphant. // (VOCA-2021-ESPC-00017) EMPACT- Suicide Prevention Center reports a 31-year-old, non-binary, Caucasian person was referred due to a history of sexual assault and having inappropriate relationships with adult men when the client was a minor. The client initially presented with rage, self-harm in the form of punching themselves in the chest, and distrust of staff. They received crisis survival group, Trauma-Informed Yoga group, and individual therapy, and were able to identify that their anger was masking hurt, unhealed, lost and confused feelings. After engaging in individual therapy and processing trauma, client reported feeling at peace. Their self-harm decreased, and they reported more self-compassion, saying, I used to think whenever there was a problem, I would just kill myself. But now I m thinking I will grow old. // (VOCA-2021-MESAPD-00028) the City of Mesa Police Department reports an elderly couple, 78-year-old male and 76-year-old female, were victims of financial fraud. They had been scammed out of approximately \$500,000 by an individual using a false identity. The victims were led to believe they won a \$3.5 million dollar cash prize and were directed to purchase iPhones, Visa cards to cover taxes and fees. The victims were very wary of receiving phone calls and the VSS worked with their daughter to set up an in-person meeting at their home along with a detective from Financial Crimes. The VSS assisted the victim's daughter with contacting banks and securing credit accounts. The VSS also helped to explain the type of scam they were subject to and provided education to help them to recognize red flags going forward. In another case, police had been called by one of three minor children who reported that their mother's boyfriend had assaulted them and had subsequently left the home with the mother after learning that police had been called. The mother was later found at a hospital in another city claiming she had been kidnapped by the boyfriend. Police learned that the children had been left home alone often, and that their mother and boyfriend used drug and alcohol frequently. VSS met with a 25-year-old female who is the sister of three minor victims who did not live in the home but provided daily care for her siblings including taking them to and from school and providing meals. DCS was advised of the situation and determined that the children would remain in the care of the sister. The VSS provided emotional support and financial resources (gas & food cards) to assist until she was able to get connected to long-term assistance.

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

(VOCA-2024-HFRC-00024) 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. Staff have also provided services to the Fort Mohave Police Department, Hualapai Tribe, and Chemehuevi Indian Tribe. HFRC has signed MOUs with La Paz County, Colorado River Indian Tribe and Federal Bureau of Investigations. 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. HFRC continues to provide victim services as well as Child Forensic Interviews to the Colorado River Indian Tribe Police Department on a continuous basis. // (VOCA-2024-VWSCC-00224) Now that Victim Witness Services Cocoon County for Northern Arizona has expanded to have satellite offices on Navajo Nation, advocates are serving more clients whose cases are going through the Federal System. The FBI sometimes uses the office in Tuba City, AZ when they need to interview victims who live in that area, and sometimes Victim Witness Advocates can provide transportation to and from the office for these victims. Additionally, services are available for victims even when their cases are declined by the AUSA or the FBI decides not to investigate further. VWSCC is still able to offer support for counseling services, traditional ceremonies, support groups and other wrap around services. // (VOCA-2021-DoC-00128) During the year, Defenders of Children established connections and met with the Federal Bureau of Investigation as well as the Mexican Consulate in Phoenix in an effort to coordinate responses to international custodial kidnappings, which are a serious problem given Arizona's status as a border state. DoFC now has contacts in Washington, DC to whom staff can directly refer parents whose children have been unlawfully removed from the country. // (VOCA-2021-CCAZ-00131) Child Crisis Arizona accepts victims placed by two federally recognized Native American Tribes. Child Crisis Arizona has contracts with the Salt River Pima Maricopa Indian Community and the Gila River Indian Community, which allows us to provide multiple services for victims that include emergency shelter, family support, and foster care placement. While working with the Native American tribes, CCA works closely with tribal social services (TSS) to keep the children/youth connected to tribal gatherings and anything specific to their individual and cultural needs. CCAZ also staffs the cases of the children in residential facilities with the Foster Care program when appropriate and assist with the placement of these victims into a home-like setting that might best meet their needs and maintain those tribal connections. // (VOCA-2021-CHRY-00119) During the reporting period, Chrysalis staff has been able to work with Victims of Federal Crime through multiple efforts. Throughout 2022, staff noticed an increase in residents from Central and Southern America being sex trafficked into the United States. Staff was able to assist many of these individuals in working through the complex VAWA application process. In addition, Chrysalis staff has been able to engage in increased Cultural Competency training to improve competency and expertise of staff members working with this population. This emerging trend was also shared with our community partners to bring increased awareness to the issue. Also during the reporting period, Chrysalis staff noted an increase in young Native American women being lured off of their reservations by men they met on the internet and through social media. These individuals reported being trafficked and abused through abandoned buildings in downtown Phoenix. They also reported starting relationships with these men and experiencing significant abuse. Chrysalis staff responded by reaching out to the Native American Leadership Community so that they could provide education to their community on how to protect themselves and avoid these types of interactions with people that they meet through the internet and social media. In addition, Chrysalis staff hosted leaders from the Apache tribe who indicated that Chrysalis was a safe place for their community to receive support and services related to domestic violence.

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

The Casa Grande Attorney s Office (VOCA-2024-CAO-00051) reports that in FY 2023, its office had close to 50 child victims (36 more cases compared to last year) who witnessed domestic violence or were abused themselves and required the office to contact the AZ Department of Child Safety (DCS) to report the incidents. Staff also worked closely with the Casa Grande Police Department to perform welfare checks and gather information to ensure the safety of the children. At least 9 of the children were removed by DCS. // Friendly House, Inc. (VOCA-2024-Friend-00134) reports its program experienced challenges with securing shelter for clients in a prompt manner. Also, several clients have extremely high financial assistance needs that we are unable to meet. // (VOCA-2021-CHI-00015) Childhelp, Inc. reports the issues present in the previous FY continue to be present in this reporting cycle. The severity and complexity of the cases coming through the Center continue to be a trend since the start of the pandemic. The disruption of childcare and other in home services impacted the safety net for families. The pandemic created instability in many family structures which further exasperated limited resources for some higher need families. The need for trauma based therapy continues to be an ongoing need for the highly populated and continuously growing county of Maricopa and for Gila, a large rural county. Affordable housing and transportation and the overall ability to meet immediate basic needs of families. Substance use continues to impact children of all ages but we continue to see accidental overdose cases for children age 0-3. This year, there were many cases in which small children were hospitalized for having severe symptoms related to fentanyl in their system. The fentanyl crisis in Arizona is a very significant problem, especially with the rise in deaths among youth. Finally, across the state, all partners are experiencing a shortage of staff and as new staff come on board it is critical to train in all aspects of the investigative process including trauma informed practice as well as the importance of building relationships and trust across the partners. The future and viability of VOCA funding continue to be a major concern for CAC /FACs across Arizona. Childhelp continues to look for other opportunities to offset potential deficits to future VOCA awards. // (VOCA-2021-PCAAZ-00084) Prevent Child Abuse Arizona states the issue that seems to be most prevalent at this time continues to be human trafficking for both adults and children. // (VOCA-2021-SCC-00145) Safe Child Center at Flagstaff Medical Center reports a lack of foster homes for native children continues to be a notable trend affecting federal crime victims. Often times the tribal social service workers need to take custody of the children to try and assure their safety. The lack of local safe temporary housing makes it so the the children are sometimes placed in a different city. Occasionally the children can't be kept together due to lack of space in the foster homes which makes it so they are out of their community and separated. We see foster home shortage more often with federal victims than county victims. // Area Agency on Aging Region One (VOCA-2021-AAA-00213) provides that there continues to be a lack of affordable long-term therapy services available for older adults who are victims of crime. Copays are problematic for victims due to an increasing cost of living. Additionally, finding providers that can do specialized treatment such as Eye Movement Desensitization and Reprocessing (EMDR), who also take Medicare and AHCCCS, is extremely difficult. // Jewish Family & Children s Services (VOCA-2021-JFCS-00230) provides that current trends and issues that continue to affect clients and program have not changed much from last year. The most critical is the lack of safe, affordable housing, which continues to be a major crisis in our community. // (VOCA-2021-AZSCM-00111) The Arizona Superior Court in Maricopa County provides that there continues to be a lack of services and/or resources available, making it difficult for children's needs to be addressed. Additionally, there has been an increased challenge with placement options for children. This includes the decrease in available foster homes, options for kinship/relatives to care for children, and limited options for children in need of higher level of care such as therapeutic group/foster homes and residential treatment centers, etc. // (VOCA-2021-COCAO-00032) Cochise County Attorney s Office states that emerging and notable trends affecting crime victim services during this reporting period would be defendants who are transit/homeless whom commit crimes. AZ is seeing a higher homeless population and many of these individuals have little to no means to compensate victims of crimes.

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

Stepping Stones Foundation, Inc. (VOCA-2024-STEP-00108) reports that it does not usually have staffing retention issues. In late 2022, two advocates left and the agency is still trying to hire/train; staff are feeling the strain of having fewer advocates than in the past. The agency has also not had a full-time Volunteer Coordinator during much of the year and have been struggling to do their task piece meal with other administrative staff assisting. // Glendale Police Department (VOCA-2024-GPD-00146/147) provides that its project had a personnel vacancy for most of the year. There are several identified barriers to hiring in this project. First, this project is created to work swing shift and after hours, including weekend and holidays. This position requires a unique personality and schedule adjustments that can cause a strain on a work/life balance. In addition, because of the nature of the crisis work, this position requires a high level of skill in crisis intervention. Personnel need to be able to work independently with limited community resources due to after hours. Finally, large increases in the cost of living have made it difficult to provide adequate salary compensation to make this a desirable position. Additionally, the rising costs of living have made it increasingly difficult to be competitive in salary compensation. Being a government entity advocates must pay into the state retirement system (ASRS) at the current rate of 13%. Some of my advocates report this mandatory contribution can cause an economic strain for many of them who are living paycheck to paycheck for their basic needs. // International Rescue Committee - Tucson (VOCA-2024-IRCTUC-00203) reports staffing retention challenges did have an impact on the program. The caseworker responsible for assisting clients throughout most of the reporting period held a work visa that was nearing its expiration, necessitating her departure from the country. Fortunately, a new caseworker was hired in a timely manner, ensuring there was a period of overlap during which client cases could be smoothly transferred without any interruption in services. // (VOCA-2021-AZCA-00202) Las Familias has experienced ongoing difficulty in recruiting and retaining trauma informed and experienced clinicians who desire to work with the specific population that the program serves, any child victim of childhood sexual abuse. While clinicians desire to be trained in specialty services, many do not want to treat caseloads of this focus and find it difficult to have such a specialized focus in hearing about sexual abuse in a full-time position. Due to Las Familias' long-standing history of treating this population, the program often gets the most difficult, high profile and highly complex referrals of this focus. Clinicians find it difficult to work in conjunction with DCS and the Court system of which many of our clients are involved. As an impact of the pandemic this reporting period saw an increased turnover rate in agencies across the state. The agency is striving to become competitive in its salary structure, leading to two increases in overall pay and starting salaries agency wide, sign on bonuses and an improvement in benefits offered to staff, which will assist in staff recruitment and retention. // The Phoenix Family Advocacy Center (VOCA-2021-PXFAC) has had difficulty hiring new victim advocates. Candidates applying for these positions lack experience working with crime victims and/or their education (bachelor s degree) has no focus on working with crime victims. Low salary has proven to be a major hurdle when qualified candidates are identified. // Casa de los Ninos (VOCA-2021-CDLN-00101) reports staff retention has been an issue for it as with many other organizations. There were a number of VOCA therapist that resigned. // (VOCA-2021-AProb-00035) During this reporting period, the Arizona Superior Court in Pima County has experienced staff turnover with the victim liaison for violent crimes position. It has had two liaisons resign during this reporting period. Obtaining qualified candidates has been challenging. Because the victim liaison position is a grant funded position, it seems to deter candidates from applying. // (VOCA-2021-PNCAO-00078) This year, there was some turnover with victim advocate and forensic interviewer staff due to retirement and insufficient salary at the Pinal County Attorney s Office. For the same reason, it was difficult to recruit and hire new staff to replace those vacancies. // (VOCA-2021-AZSCM-00111) The CASA of Maricopa County program experienced a small amount of staff turnover during the reporting period. Those that left the program report insufficient salary and the rise of cost of living for their departure.

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

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 victim 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. With the onset of the COVID-19 pandemic came an emergency shift in priorities and many projects had been paused in order to adhere with Centers for Disease Control guidelines. These delays continue in fiscal year 2022. Currently, due to the anticipated reduction in allocations to states from the Crime Victim Fund, prior plans have been paused and/or are shifting to take into consideration the projected impact the reduction of funds may have on the current levels of service provision to crime victims.

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

(VOCA-2024-IRC00073) The International Rescue Committee's (IRC) therapeutic services responded to gaps in serviced by providing cultural competency training to community partners and actively engaging in outreach and advocacy in the community. This year, IRC has had a few more preferred agencies for mental health referrals. Additionally, IRC discovered scholarship opportunities that allow clients to choose their preferred providers including private practitioners and only required clients to pay a minimal fee of \$10 for their therapy session. Most importantly, the IRC mental health coordinators provided regular follow up with the clients until they are fully and satisfactorily established with a mental health provider. In addition to the services through VOCA funds, the IRC expanded mental health services to psychosocial support through other funding. // Arizona State University (VOCA-2024-ASU-00178) reports a powerful way in which it responds to gaps in services is through its delivery method and service approach. ACASI staff members met in victims homes, at other community agencies, or virtually to conduct assessments and intakes, to provide case management services, and to facilitate mentor and mentee matches. ACASI continues to offer hybrid options for service delivery to provide options for victims. // (VOCA-2021-AAI-00162) Against Abuse, Inc. reports that staff utilize other collaborative and partner agencies to fill the gaps needed by victims. For example, one agency was a new recipient of Rapid Re-Housing funds for DV victims, however AAI staff were having a hard time getting its clients accepted into their program. Staff worked with the agency, the Pinal County Coalition to End Homelessness and Arizona Dept of Housing to clarify domestic violence victims eligibility for Rapid Re-housing services. This clarification was needed because one victim was denied RRH services because she received rental assistance, and another was disqualified because she had a home (with her abuser). These issues have been resolved and the program manager provided a training to AAI staff on the process for RRH referrals and requested staff contact her directly if they had any other problems. // (VOCA-2021-KAAP-00046) Kingman Aid to Abused People (KAAP) bridges the gap in transportation for victims through offering bus tickets, taxi vouchers and agency vehicle. KAAP has assisted many families/individuals relocate for safety through utilizing VOCA approved funds. KAAP utilizes hotel/motel vouchers funded by VOCA as a means of providing emergency shelter if the shelter is full, victim has specific needs that prevent staying in communal living quarters (medical issues associated to COVID) etc. KAAP DV Bonus Rapid Rehousing grant provides housing and utility assistance, as well as, families/individuals that do not meet the housing program requirements, KAAP secured funding through VOCA client assistance funds. The VOCA funded Trauma Therapist provides immediate response to trauma for victims that would otherwise be on a 1–3-month waiting list to meet with a provider. // (VOCA-2021-ACESD-00127) AZ COALITION TO END SEXUAL AND DOMESTIC VIOLENCE's Sexual and Domestic Violence Helpline continues to maintain established connections, initiate new connections, and reconnect with community partners that may have gone through organizational challenges in an effort to continue to respond effectively to service gaps. The ASDVH staff continue to respond to gaps in services through training, keeping abreast of new or updated resources, maintaining, and uplifting personal connections, valuing organizational connections and relationships with national organizations, community partners and member organizations.

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

The Arizona Department of Public Safety is in the development stages of conducting a state level performance measure revision process. 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. Due to the decline in the Crime Victim Fund and anticipated reduced annual formula allocations to states, DPS chose to extend renewal awards to current subrecipients at a greatly reduced amount (approximately 45% of current award levels). DPS later received ARPA/SLFRF funding and subawards were then able to be renewed at full levels (100%). It is hopeful the recent (and yet again anticipated) reduction in awards has prompted the victim services community to assess the current capacity for service provision and further prioritize core services for crime victims that can contribute to this process.