

# AZ Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2018 to Sept 30, 2019]

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

<b>OVC VOCA Assistance Funds</b>				
	<b>2016-VA-GX-0046</b>	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>	<b>2019-V2-GX-0041</b>
<b>Federal Award Amount</b>	\$46,514,392.00	\$39,074,401.00	\$70,800,365.00	\$48,758,272.00
<b>Total Amount of Subawards</b>	\$45,578,672.00	\$22,235,831.00	\$0.00	\$0.00
<b>Total Number of Subawards</b>	214	84	0	0
<b>Administrative Funds Amount</b>	\$935,720.00	\$1,900,000.00	\$3,500,000.00	\$2,400,000.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$0.00	\$14,938,570.00	\$67,300,365.00	\$46,358,272.00

<b>Subgrantee Organization Type</b>				
<small>The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</small>				
<b>Type of Organization</b>	<b>2016-VA-GX-0046</b>	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>	<b>2019-V2-GX-0041</b>
<b>Government Agencies Only</b>	<b>91</b>	<b>36</b>	<b>0</b>	<b>0</b>
Corrections	2	0	0	0
Courts	14	0	0	0
Juvenile Justice	4	0	0	0
Law Enforcement	12	7	0	0
Prosecutor	46	25	0	0
Other	13	4	0	0
<b>Nonprofit Organization Only</b>	<b>123</b>	<b>48</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	11	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	34	17	0	0
Faith-based Organization	1	1	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	20	14	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	5	3	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	2	0	0	0
Multiservice agency	28	7	0	0
Other	22	6	0	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	0	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
<b>Campus Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	0	0	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
<b>Total Number of Subawards</b>	<b>214</b>	<b>84</b>	<b>0</b>	<b>0</b>

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

<b>Subaward Purpose</b>				
A single SAR can select multiple purposes. Numbers are not unique				
	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041

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A. Continue a VOCA-funded victim project funded in a previous year	176	71	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	25	10	0	0
C. Start up a new victim services project	11	3	0	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	2	0	0	0

<b>VOCA and Match Funds</b>				
A single SAR can select multiple service types. Numbers are not unique				
	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041
A.INFORMATION & REFERRAL	211	84	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	193	80	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	187	78	0	0
D.SHELTER/HOUSING SERVICES	65	30	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	167	71	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	214	84	0	0

<b>Priority and Underserved Requirements</b>				
Priority Area	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041
<b>Child Abuse</b>				
Total Amount	\$4,907,836.00	\$821,751.00	\$0.00	\$0.00
% of Total Federal Award	11.00 %	2.00 %		
<b>Domestic and Family Violence</b>				
Total Amount	\$20,263,983.00	\$9,617,690.00	\$0.00	\$0.00
% of Total Federal Award	44.00 %	25.00 %		
<b>Sexual Assault</b>				
Total Amount	\$6,305,753.00	\$1,461,346.00	\$0.00	\$0.00
% of Total Federal Award	14.00 %	4.00 %		
<b>Underserved</b>				
Total Amount	\$14,097,314.00	\$10,335,039.00	\$0.00	\$0.00
% of Total Federal Award	30.00 %	26.00 %		

<b>Budget and Staffing</b>				
Staffing Information	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012	2019-V2-GX-0041

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Total number of paid staff for all subgrantee victimization program and/or services	5991	1708		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1695498	957528		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	12091	5104		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	629648	109338		

**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)	73	6335	6661	6668	7500	6791
Adult Sexual Assault	89	1985	1787	1994	2209	1993
Adults Sexually Abused/Assaulted as Children	54	616	531	729	693	642
Arson	30	104	155	195	372	206
Bullying (Verbal, Cyber or Physical)	32	471	472	510	627	520
Burglary	43	2052	2390	2290	2524	2314
Child Physical Abuse or Neglect	5	3022	3504	3068	3358	3238
Child Pornography	32	72	64	69	89	73
Child Sexual Abuse/Assault	84	4289	3474	3323	3601	3671
Domestic and/or Family Violence	23	20224	19676	20331	20219	20112
DUI/DWI Incidents	1	1438	1350	1350	1585	1430
Elder Abuse or Neglect	55	2669	3454	3747	4546	3604
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	13	454	438	50	69	252
Human Trafficking: Labor	26	49	53	49	43	48
Human Trafficking: Sex	1	291	223	180	251	236
Identity Theft/Fraud/Financial Crime	50	10871	12049	12939	15049	12727

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Kidnapping (non-custodial)	42	294	334	311	488	356
Kidnapping (custodial)	35	44	53	60	157	78
Mass Violence (Domestic/International)	11	105	100	120	117	110
Other Vehicular Victimization (e.g., Hit and Run)	36	580	759	883	954	794
Robbery	49	2481	1533	1419	1477	1727
Stalking/Harassment	69	2559	1697	1439	1805	1875
Survivors of Homicide Victims	3	4601	2510	3360	4256	3681
Teen Dating Victimization	27	544	332	144	285	326
Terrorism (Domestic/International)	8	15	17	25	12	17
Other	37	6434	7013	8272	8170	7472

**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	207	293	368	523	1104
Homeless	1478	1437	1203	1371	4327
Immigrants/Refugees/Asylum Seekers	834	659	717	834	2890
LGBTQ	359	397	507	416	1132
Veterans	353	456	570	741	1129
Victims with Disabilities: Cognitive/Physical /Mental	2302	2283	2539	2821	6445
Victims with Limited English Proficiency	1684	1543	1698	1832	5146
Other	29	800	625	716	661

**General Award Information**

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	247523	
Total number of anonymous contacts who received services during the Fiscal Year	17666	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	144659	58.44 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	25330	10.23 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	9604	

**Demographics**

Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	5164	3.57 %

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Asian	893	0.62 %
Black or African American	9213	6.37 %
Hispanic or Latino	24179	16.71 %
Native Hawaiian or Other Pacific Islander	548	0.38 %
White Non-Latino or Caucasian	53243	36.81 %
Some Other Race	2007	1.39 %
Multiple Races	1606	1.11 %
Not Reported	33892	23.43 %
Not Tracked	13914	9.62 %
<b>Race/Ethnicity Total</b>		<b>144659</b>
<b>Gender Identity</b>		
Male	39009	26.97 %
Female	76359	52.79 %
Other	795	0.55 %
Not Reported	18724	12.94 %
Not Tracked	9772	6.76 %
<b>Gender Total</b>		<b>144659</b>
<b>Age</b>		
Age 0- 12	12926	8.94 %
Age 13- 17	7088	4.90 %
Age 18- 24	12911	8.93 %
Age 25- 59	56392	38.98 %
Age 60 and Older	18463	12.76 %
Not Reported	24517	16.95 %
Not Tracked	12362	8.55 %
<b>Age Total</b>		<b>144659</b>

<b>Direct Services</b>				
<b>Service Area</b>	<b># of Subgrantees That Provided Services in This Category</b>	<b># of Individuals/Contacts Receiving Services</b>	<b>Specific Service</b>	<b>Frequency of Service</b>
A. Information & Referral	147	156253	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	126156
			A2. Information about victim rights, how to obtain notifications, etc.	128026
			A3. Referral to other victim service programs	46414

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	100374
B. Personal Advocacy/ Accompaniment	129	40897	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1044
			B2. Victim advocacy/accompaniment to medical forensic exam	1754
			B3. Law enforcement interview advocacy/accompaniment	6321
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	98434
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	1883
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2834
			B7. Intervention with employer, creditor, landlord, or academic institution	9266
			B8. Child or dependent care assistance (includes coordination of services)	9187
			B9. Transportation assistance (includes coordination of services)	23579
			B10. Interpreter services	6677
C. Emotional Support or Safety Services	138	78098	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	63269
			C2. Hotline/crisis line counseling	36730
			C3. On-scene crisis response (e.g., community crisis response)	6650
			C4. Individual counseling	83355
			C5. Support groups (facilitated or peer)	29289
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	13297
			C7. Emergency financial assistance	3634
D. Shelter/ Housing Services	51	5105	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	31474
			D2. Transitional housing	30248

			D3. Relocation assistance (includes assistance with obtaining housing)	2231
E. Criminal/ Civil Justice System Assistance	122	130674	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	209173
			E2. Victim impact statement assistance	14545
			E3. Assistance with restitution	56124
			E4. Civil legal assistance in obtaining protection or restraining order	8516
			E5. Civil legal assistance with family law issues	13341
			E6. Other emergency justice-related assistance	3568
			E7. Immigration assistance	1010
			E8. Prosecution interview advocacy/accompaniment	7296
			E9. Law enforcement interview advocacy/accompaniment	2673
			E10. Criminal advocacy/accompaniment	85389
E11. Other legal advice and/or counsel	4302			

### ANNUAL QUESTIONS

#### Grantee Annually Reported Questions

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



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

None.

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

Following are examples of program policies changed as reported to the Arizona Department of Public Safety. Arizona Department of Corrections: Department Order 526, Victim Services, was updated with the approved addition of the Victim Offender Dialogue — Program Policy and Procedure Section. /// City of Mesa Prosecutor's Office: During this reporting period, the City Prosecutor appointed two prosecutors to specialize in domestic violence cases. Victim Services recently met with these two prosecutors to see how we can better address domestic violence cases. Victim Services Assistants (VSAs) now track cases that meet certain criteria and/or are considered high lethality. The VSAs and prosecutors meet on a weekly basis to discuss all upcoming hearings and trials. Victims are also met as needed before any hearings on the case. VSAs now attend all domestic violence trials, even if victim has not requested an escort. The VSAs can address any questions the victim has regarding the trial process, can communicate with the prosecutor electronically when needed without interrupting proceedings, and can help with coordinating security measures for the victims safety when needed. /// Verde Valley Sanctuary (VVS): VVS has adopted the AZ state coalition service standards and continue efforts around rule reduction and becoming a low barrier shelter. Our policy was updated to include the acceptance of pets in shelter. Written protocols have been established, along with the proper intake paperwork for both survivor and pet. Modifications have been made to one of the bedrooms to safely and comfortably house a pet family. This room gives the pet access to the inside and outside freely. Additional accommodations have been made for when a pet owner leaves the property, the pet can remain comfortable and secure in an outside pet room designed with roaming access to the inside and outside. The pet room is equipped with a heating/cooling unit, lighting, and a dog run. /// AZ Superior Court in Pima County: The "next of kin" notification letter and process was changed to be more sensitive to family members of deceased victims. Originally, Court Services Division support staff would send out a standard victim letter, addressed to the deceased victim, with no mention of the victim representative. The letters also weren't being sent out in a timely manner because of miscommunication between support staff and the victim liaisons. To provide more trauma-informed and respectful communication with the next of kin, a new procedure was established. The VLVC now receives immediate notification of cases involving a deceased victim and obtains current contact information for the next of kin. Once she has this information, she creates a personalized letter to the next of kin, offering condolences, reviewing their rights and the presentence process, and encouraging them to participate in the judicial process. The letter also provides information about the next court hearing and how to provide a victim impact statement. /// Emerge!: To create a more sustainable model for our emergency shelter services in the long-term, Emerge restructured the use of our shelter facility and hotel overflow program. Emerge will make more efficient use of resources while focusing on the physical and emotional safety of participants. These changes include shortening the maximum length of stay at shelter from 120 to 90 days and repurposing our shelter overflow program to provide an additional 30-day second phase of shelter for participants in process of establishing their own safe, permanent housing. As in the past, the hotel program also provided a safe space for participants whose needs were not best met within the shelter environment. /// Arizona Department of Juvenile Corrections (ADJC): Per ARS 8-202, ADJC can now retain jurisdiction over juveniles until they are 19 years old (when ordered by the Court). ADJC's Victims Rights Unit will continue to serve victims in these Extended Jurisdiction cases beyond the juvenile's 18th birthday. As of the writing of this report, the Victims Rights Unit currently has four (4) Extended Jurisdiction cases. /// Catholic Community Services of Southern Arizona (CCS): CCS Safe house did implement some program policy changes to align with the Arizona Standards for Domestic Violence Providers within the last year, these changes were to assist the victims with regaining control of their lives and providing them with more choices. We have implemented a more trauma informed approach, so victims have more education and decision making for themselves and their families.

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

Following are examples of earned media coverage during the 2019 period: Sojourner Center: On March 29, Sojourner Center's Traumatic Brain Injury Program was featured in Frontdoors TV for our groundbreaking work in serving domestic violence survivors who have experienced traumatic brain injury. We utilized our Facebook social media page to share this accomplishment and to thank our team members and partners who took an active role in this filming. Sojourner Center's Pet Companion Shelter was featured in an article by KJZZ 91.5 as the only Domestic Violence Program in Maricopa County that welcomes pets. The article highlights that 40% of domestic violence survivors report they wouldn't leave their abusive situation due to not having a place for their pets. Since Sojourner's Pet Companion Shelter started in 2015, we have been able to provide a safe place for pets and an opportunity of an abuse-free environment for pets to heal. /// Mesa Police Department (MPD): The Family Advocacy Center received media coverage in the Arizona Silver Belt newspaper (print and online edition) as part of a community event organized in the wake of a mass shooting in Globe, AZ. MPD Victim Services Administrator was contacted by the elected officials from the town of Globe, as they sought her assistance with developing and implementing the community event. As a result, Advocates from the MPD Victim Services Unit provided information, emotional support and resources for community members in attendance. /// Time Out, Inc: During the fiscal year our local newspaper, The Payson Roundup, has interviewed Time Out and published numerous articles to bring awareness to the impact domestic violence has on our community, in the family unit and the school system. Local radio station KRIM, also invited Time Out staff for interviews to bring awareness to our emergency shelter, community programs and transitional housing options. /// Chrysalis Shelter for Victims of Domestic Violence,

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Inc.: Chrysalis earned media coverage for a new partnership with the City of Scottsdale court to provide clients the opportunity to apply for an Order of Protection remotely and with an advocate present. We also received coverage through our partnership with The Bob and Renee Parsons Foundation, which highlighted Chrysalis for our Trauma Informed approach to care and our transportation program. As experts in the area of Domestic Violence we also responded to several news stories regarding local domestic violence incidents. /// Lake Havasu City Attorney s Office: Together with the Mohave County Attorney's Office, the Victim Advocate earned media coverage when she spoke to the local Police Department officers on the topic of report writing to ensure victim rights are met, ensure the victims are receiving accurate information and referrals, obtaining correct and current contact information for the victims, and all contact with victims is properly documented. Additionally, the Victim Advocate attended a Community meeting hosted by the City Mayor for Social Services and briefly presented the Victim Advocate role within the City Prosecutor's office. Photos of the event were taken and posted on the Lake Havasu City – Municipal Government official Facebook page. /// Pima County Juvenile Court: CASA of Pima County was the subject of KOLD 12pm Noon Notebook featuring a two-minute interview with two Volunteer Advocates. Additionally, an article was published in the Arizona Daily Star highlighting an individual Volunteer Advocate and her role as a CASA. /// Mohave County Attorney s Office: The Domestic Violence Advocate was interviewed by a local reporter for an article to be ran in several local newspapers and advertised on local radio stations regarding Domestic Violence and animal abuse for Domestic Violence Awareness Month. /// Victim Witness Services for Coconino County (VWCC): Two of our advocates participated in a radio interview with our local NPR station (KNAU) regarding sexual harassment. In another event, we were asked to provide a speaker for the Women's March to speak about sexual assault. The speaker was featured in an article about the march in the local paper, the AZ Daily Sun. In early April, local media outlets (KNAU, AZ Daily Sun, etc.) also had information about the death of one of our advocates. In June, the AZ Daily Sun ran an article that featured our canine advocate, Fanta. The advocate who died on March 31st was also Fanta's handler. So many community members had reached out after the advocate's death to see how they could help or to ask if they could donate to anything, that we decided to try to channel that energy into something positive and specific - an endowment to support the funding of our canine advocates. The article promoted this purpose and featured the new client area we created using what had been the advocate's office.

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

Arizona Department of Economic Security: The Adult Protective Services staff have recently developed some new relationships with the FBI. We receive reports on SCAMs which usually include other states and countries, so the investigators have started working collaboratively with the FBI for investigations. /// Mesa Police Department (MPD): After a mass shooting in Globe, AZ the MPD Victim Services Unit (VSU) team assisted with the coordination of a community meeting to provide support and resources for community members from three surrounding areas affected by the incident. Multiple agencies including MPD VSU, Care 7, Crisis Response Network, La Frontera Empact and Gila County Victim Services were on hand to assist community members from the Globe, Miami and San Carlos communities. We were also contacted by the Pennsylvania Office of the Victim Advocate (POVA) to facilitate in-person testimony at a parole hearing for a victim who had relocated to Mesa. The hearing was conducted via ZOOM web-application enabling the victim to provide testimony remotely to the parole board. We coordinated with the POVA to host the hearing and provided a private viewing area at the Family Advocacy Center along with emotional support services for the victim and her family before and after the hearing. /// Time Out, Inc: Time Out has developed an outstanding relationship with the Mexican Consulate in both Maricopa and Coconino County. Our Bilingual Mobile advocate and Lay Legal advocate assisted a total of 10 community clients for financial and passport assistance this fiscal year. These women and men were experiencing financial hardship due to domestic violence. The clients were approved and are extremely grateful because they would have not known about this resource if it had not been for Time Out. City of Tempe - CARE 7 Program: CARE 7 worked with shelter services, counseling services, and emergency financial assistance services to assist victims. CARE 7 worked with Centralized Screening to connect victims with emergency domestic violence shelter. Additionally, advocates worked with I-HELP, the Family Housing Hub, and the City of Tempe s Housing Program to connect victims with homeless services for singles and families, and with subsidized housing programs like Section 8. When legal issues were present, advocates coordinated services with Community Legal Services to provide legal consultation at no cost. Counseling services are coordinated with CARE 7 s own outpatient counseling program, along with community agencies like Jewish Family & Children Services, EMPACT, Child Crisis Arizona, and A New Leaf. With the integration of the outpatient counseling program with CARE 7, there has been an increase in efficiency and frequency of victim referrals to counseling. The continuum of care has been strengthened by a seamless transition from crisis, to advocacy, to long-term support. Tempe Neighbors Helping Neighbors is an agency that assists Tempe seniors with yard work, housekeeping, pet care, and transportation through volunteerism. The agency has been instrumental in providing these services to older victims in the city. Another strong coordination of services is between victim advocates and the Tempe Community Action Agency. TCAA provides emergency rental and utility assistance to low-income families and individuals. CARE 7 and TCAA work together to ensure that victims remain housed, despite the upset in their life from victimization. CARE 7 has also started with the Tempe Police Department, Sojourner Center, and other agencies to collect information for a victim who may suffer from a Traumatic Brain Injury because of their victimization. CARE 7 staff were provided the tools to conduct an on-scene assessment that will in turn provide information needed to show the severity of the injures a victim has endured. /// Pima County Attorney s Office: Our APRAIS protocol collaborative response continues to be beneficial to crime victims. The victims who screen in at high or elevated risk with law enforcement are either immediately

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connected to an advocate on-scene or receive telephonic follow up within 24 to 72 hours. Advocates who work a DV case load report that this is very helpful as victims enter the criminal justice system. If victims have received an immediate contact from an advocate, they seem to be more likely to continue to participate in the criminal justice system and are more likely to stay engaged with their assigned case advocate. Also, the Oro Valley Police Department has opened a new substation and has generously provided office space for our both Oro Valley court advocate and crisis advocates who live in the NW area of Pima County, to have a space to work and/or store equipment.

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

Chandler Police Department (CPD): Arizona's laws help protect domestic violence victims. The Arizona Revised Statutes regarding domestic violence crimes affords law enforcement officers the ability to hold offenders accountable when there is evidence of a crime, even when victims do not wish for the individual to be arrested or prosecuted. Laws allow victims of domestic and sexual violence the ability to break a lease agreement early or have their locks replaced due to the violence, when the need fits the laws criteria. For early lease termination, the victim is required to provide evidence of being a domestic or sexual violence victim, whether it is a police report or an Order of Protection. The victim must be current on their rental payments too. When all of this is in place, the victim can make an agreement with their landlord of a move out date, to increase their safety. With this legislation, victims avoid paying the costs of breaking a lease. The Address Confidentiality Program is another opportunity for victims to safe guard themselves by keeping their address confidential to avoid further abuse and stalking from the offender. Also, Lost Our Home Pet Rescue assisted CPD Victim Services in securing a placement for a pet of a victim of domestic violence. With this safe placement, the victim felt comfortable enough in seeking shelter for herself. /// Against Abuse, Inc. Our county does not have many in-patient behavioral health facilities. This has made it difficult for survivors who have co-occurring disorders. In addition, sexual assault victims have few choices regarding quality therapeutic/licensed/trauma counseling following a sexual assault. Either providers are not very knowledgeable on sexual violence victimization or else they can only provide 4-5 sessions. Sexual Assault victims are very frustrated when they receive a "certificate of completion" after 4-5 visits when they need more long-term counseling to heal from their sexual abuse. /// DNA-People's Legal Services, Inc. A big challenge is Service of Process. In Navajo Courts, when a victim files a Petition for Domestic Abuse Protection Order, he/she receives a temporary order, and a hearing is scheduled within 14 days; if the abuser hasn't been served by then, the hearing is continued for another 14 days, and so on. Victims tend to give up after a while. There are not enough Navajo Police Officers to serve the abusers, and so victims either must hire a private process server (not the safest job in DV situations) or go without a permanent protection order. Furthermore, cases are being dismissed by the court after the abuser has not been served after 3 scheduled court hearings. Lack of prosecution of the abuser in court due to lack of prosecutor or prosecutor overloaded with cases is also a challenge. Lastly, the unemployment rate on the Navajo Nation is high. If a victim wants to leave her abuser, it is extremely difficult to find a job in order to support herself and her children. TANF benefits are time- and lifetime-limited. Without ongoing financial opportunities, victims tend to return to their abusers. /// Area Agency on Aging (AAA): Transportation remains to be a significant barrier for older victims of abuse. Issues of reliability consistently play a factor in clients attending medical appointments, physical limitations and safety factors severely prevent the utilization of public transportation services. The lack of housing available to older victims of abuse continues to prevent victims from obtaining permanent residency that is affordable under their limited and fixed income and that provides a sense of safety from further victimization. /// Sojourner Center: Ongoing issues with childcare assistance continue to present a barrier for participants who are job seeking or enrolled in education programs. We saw a decrease in participation due to individuals not being able to acquire childcare because they were not eligible for assistance while they were in school or looking for work. /// Administration of Resources and Choices (ARC): An issue for ARC is Arizona continuing to fail in meeting the demand for low cost, affordable housing, accessible neighborhoods, and access to resources and support for elders and those with disabilities. Despite expanded efforts to engage the community with outreach and education, it appears that most citizens and public officials fail to include people whom are older or have disabilities from their conversations about victim safety. Ageism further continues to be a significant barrier to reaching out for support and services, for fear of being deemed incompetent, losing one's home by being placed in assisted living, being revictimized by others in shelter or on the streets, being abused by caregivers, or suffering punishment for having revealed crime victimization.

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

Following are examples of coordination of public and private efforts within AZ communities to help crime victims. Pinal County Juvenile Court: CASA of Pinal Co. proudly collaborates with a host of agencies/organizations on a local, county and state level. Examples of this are as follows: (1) Our local foster support council, Pinal Council for CASA/Foster, Inc., a 5013c organization that raises funds for the unmet needs of the CASA/Foster children in Pinal Co. They have several annual events and provide funding for our CASA children when they need tutoring, band instruments, fees for organized sports, etc. (2) We, along with Juvenile Court Services and its Community Advisory Board, gather to sponsor Pinal Co's Annual Adoption Day in November. This event brings together several volunteers, organizations, agencies, students (nearly 100 people) that celebrate the adoption process with local families. (3) Law enforcement agencies in Eloy, Coolidge, Casa Grande and Maricopa host community education events each year and we participate in those to help navigate relationship building between our advocates. law

enforcement and potential volunteers. (4) Faith based opportunities have presented themselves to us through our Ambassador program. Current advocates have shared about child victims we serve and the opportunity to volunteer. (5) Mental Health Providers in Pinal Co. sponsor monthly meetings and educational programming for foster parents, licensing agencies, CASA advocate and staff. This new collaborative effort has helped improve our networking in this field and to especially help our advocates understand the complexity of mental health needs for our children. /// Homicide Survivors, Inc.: One of the major obstacles we face as an organization is connecting with and providing services to survivors in rural areas, especially those living on tribal reservations. HSI has come across this issue with recent cases involving residents living on reservations who do not have access to cell phones, internet and struggle with transportation to the Tucson metro area to attend court hearings support groups, and other services. There is very little financial assistance for survivors who have lost the individual who provided the main source of income within the household. While HSI can assist with some emergency financial aid, there is little long-term assistance available to help survivors get back on their feet while they mourn the death of their loved one. Finally, there is a gap in specialized intervention services focused for children and teenagers who have had parents, guardians, or loved ones murdered. Similarly, HSI seeks to further engage a younger demographic while supporting guardians and caretakers as they navigate how to parent through trauma /// Northland Family Help Center (NFHC): NFHC supports Northern Arizona Care and Services After Assault and will assist law enforcement, victim advocates, and non-reporting victims in scheduling forensic exams for Coconino, Navajo and Apache counties. NFHC team members also serve with the Coconino Co. Domestic Violence Fatality Review Team, Flagstaff Initiative Against Trafficking, Coconino County Coordinated Community Response Team to Domestic Violence and Sexual Assault, Family Advocacy Council and the Northern Arizona University Sexual Assault and Relationship Violence Committee. Flagstaff Initiative Against Trafficking (FIAT), a community initiative against trafficking housed and facilitated by Northland, has brought key stakeholders together including service providers, law enforcement, business owners, concerned citizens, and local government to address this horrific crime type. The initiative has a sub-group that created trafficking guidelines for our community and developed questions about trafficking to include on intakes with other social service providers for appropriate screening to identify victims in need of this specific support. NFHC community educators collaborate with numerous organizations to provide sexual assault and intimate partner violence prevention education and inform all organizers and participants of counseling services available to victims of crime. NFHC continues to organize and sponsor events such domestic violence awareness month, as well participate in other national and locally created events such as the Clothesline Project that involve coordination. NFHC s staff support victims through a variety of case management issues including Rapid Re-Housing efforts by participating with Flagstaff Shelter Services and Catholic Charities through Flagstaff Front Door and will coordinate about client care with a release of information. Per the AZ Dept of Housing, the Flagstaff Front Door has become the model for the state in terms of Coordinated Entry as includes collaboration from DV and Veteran s agencies. NFHC also encounters numerous DCS-involved, as well as runaway and homeless youth crime victims, providing crisis support and counseling.

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

Following are notable activities at the subgrantee level during the reporting period that improved the delivery of services to crime victims. Navajo County Attorney's Office: Our county has a land mass of 10,000 square miles. We have 5 rural population centers and do not have a public transit system to transport victims. This fiscal year, in order to get victims to court, forensic interviews, sexual assault exams and safety, our advocates began driving these victims to services. Prior to this we scrambled to get shelters or law enforcement to transport, often with the victim waiting hours to get to an exam or interview. Since we began transporting, we can get the victims to services in a timely manner. For example, a victim that had been horribly sexually abused, did not have transportation to get home from the hospital for treatment, so she was refusing to go. Because we could transport her there and back, she received the critical services she needed. We have found that when we offer this service, victims are more likely to get exams, interviews and/or treatment from their victimization. /// La Paz County Attorney: The most compelling reason for improved services was the ability of the victim services division to hire a full-time victim advocate assistant to assist with victim cases. This notable improvement was due entirely to VOCA funding and would not have been possible otherwise. The impact of the additional help can be measured in our ability to keep up with a substantial increase in the number of victims served and the number of responses and actions taken on behalf of victims. /// Phoenix Fire Department: The Community Assistance Program s (CAP) 1st shift Supervisor contacted each Phoenix Police precinct and coordinated a time for a supervisor and/or a victim advocate to present to sworn personnel during their normal briefing meetings. Between February 2019 and May 2019 CAP staff members attended 64 police briefings and spoke in front of 885 officers. During the briefing officers were provided an overview of the Program, the type of services the Victim Service unit provide victims, witnesses and next-of-kin, and they were provided with a business card with information on how to request/activate a unit. The 3rd shift supervisor, who is based out of the City of Phoenix Family Advocacy Center, has meet with the forensic nurses during her shift and provided information on the role and services of the Victim Services units. Tours of the medical examiner s office were offered to the victim advocates to assist them in understanding the medical examiner s process so this information can be shared with victim s next-of-kin. /// Pinal County Attorney s Office (PCAO): During FY 19, the Medical Forensic Services program expanded with the addition of a second forensic nurse. That nurse is a Spanish speaker and able to provide exams for Spanish speaking victims. The addition of a second nurse also allowed the program to offer a timelier response to any of the three advocacy centers within the county. The purchase of a tablet also assisted with nurses being able to have victims complete on-site evaluations and

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evaluate service improvement needs based on victim feedback. /// AZ Superior Court in Pima County: Early in the year, the Restitution Court Coordinator (RCC) took several system-focused actions to increase restitution collections on behalf of victims: 1) She persuaded the Restitution Court (RC) Judge to increase restitution payments on a number of defendants who had been paying the same moderate amounts for many months; as a reward, their appearance at RC hearings was waived; 2) She convinced the judge to use wage garnishment as a tool in some cases; 3) she had the instructor from Probation's LEARN Lab attend a RC hearing to discuss the money management classes LEARN offers, and requested the RC Judge order non-compliant probationers to attend them; and 4) She and her supervisor met with division directors and supervisors to discuss concerns and solutions to increasing restitution collections and offered to speak to the Bench. The RCC went to every Probation Field Services office and assisted officers in going through their files and highlighting restitution cases in green. She also spoke to all the Field units to discuss victims' rights, the importance of collecting restitution to restore victims, strategies for increasing collections, and how to refer noncompliant cases to Restitution Court.

### **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**

City of Phoenix Prosecutor's Office: An elderly victim had obtained two orders of protection against her two adult sons, ages 49 and 51. The victim had initially petitioned the court for an order of protection against both defendants due to them being very aggressive towards her, and demanding money from her; both were drug users. Both defendants violated the order of protection together on various occasions which resulted in five cases. The Advocate walked the victim through each step of the court system with the Victim and her support person as each case took a different path. The information included the Rule 11 process and behavioral health court. Additional community resources including grief resources, addiction support groups for family members of an addicted or mentally ill loved one and the Area Agency on Aging. The victim greatly appreciated the advocate's assistance in explaining the criminal justice system, going with her to court settings, including pre-trials and behavioral health court, referring the Victim to community, as well as reviewing the mental health system and services available to the defendants. The Victim was heard at each court setting, wrote victim impact statements for both sons, and has spoken to the prosecutor at each setting. The victim expressed her appreciation of the advocate's information, support and resources in exercising her Victims rights. The Victim has become more empowered to focus on her well-being as well and confident in not tolerating the abuse of her two sons. /// DNA-People's Legal Services, Inc.: A client came to DNA for assistance with a protection order against her ex-boyfriend. The parties were in an off/on relationship. The abuser came to her house uninvited after they had broken up. The client lived alone. She turned her back on him to go to her room when he got upset, threw her onto her bed and started assaulting her. He sat on top of her, held her down with her hands above her, and hit her in the face. She tried yelling for help but every time she yelled, he would put his finger down her throat and bite both of her breast. He threatened to kill her. This assault lasted for 4-5 hours. He poured alcohol on her and into her mouth. She managed to escape, grab her cell phone and ran outside yelling at the top of her lungs for help and called the police. He was arrested. We referred client to the prosecutor's office and there were criminal charges filed against him. We represented her at her protection order hearing, and she received a 5-year domestic order of protection against him. /// A New Leaf: we assisted a 47-year-old victim of labor trafficking from the Philippines. She was working in an assisted living home taking care of Alzheimer's patients. She was paid fifty dollars a day and was required to provide all day care of patients. She was also prohibited from leaving the facility (home). She slept on the floor in the closet of one of the patient's room. She followed strict instructions to clear her bedroll every morning in the event the patient had family visit and/or for facility tours. For months she suffered with stomach pain and was denied access to medical care. Once she couldn't bare the pain any longer, she threatened to call 911 for herself and it was then that her employer transported and dropped her off at the hospital. She had gallbladder surgery and was given work restrictions that her employer did not honor, which led her to injure herself further. Again, she demanded medical attention and was dropped off at the hospital. The hospital staff learned of her living conditions, the police were contacted, and she was referred to the International Rescue Committee (IRC) and our Faith House for housing. She resided at Faith House for eight days and IRC was able to reunite her with a safe family member in Vermont. /// Area Agency on Aging (AAA): VOCA funds have been utilized for client counseling sessions to assist them work through the anxiety, depression post-traumatic stress, grief, loss of identity and/or loss of confidence and self-esteem experienced because of the financial, emotional, physical, verbal and/or sexual abuse. A single woman in her early 70s was verbally, physically and sexually abused as a child by various people including her mother, step father, brother and sister. During her early adulthood she married a man who also verbally and physically abused her. After her divorce she began to heal with years of therapy. A year ago, her brother claiming he wanted to reestablish a relationship, moved into her apartment and began to exploit her financially and verbally abuse her. This led to a traumatization of life events. The client, living on a fixed income with only public transportation, reached out to this program and has been diligently working to re-establish her confidence and dispute inaccurate thoughts while grieving for the loss of family once again.

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

Following are the brief descriptions of efforts taken by victim services providers in AZ to serve victims of Federal crimes.

**Mothers Against Drunk Driving:** Staff held an event on tribal land and coordinated with local families to raise awareness about the victim services available within their community. Advocates accompanied families whose cases were before the federal court and sought out service referrals that would aid their unique needs. This included civil attorneys that knew federal law and were licensed to practice on the numerous reservations throughout Arizona. /// **City of Tempe - CARE 7 Program:** At the request for support and assistance by the Federal Bureau of Investigations (FBI) Victim Services Unit, CARE 7 Victim Advocates provide supplemental resources, location connection to social service agencies, information related to the criminal justice system, and the Victim Compensation Program. These opportunities are often in support of victims of human trafficking or other criminal acts committed by or on persons related or residing on federal land. /// **Arizona Children s Association – Las Familias:** Las Familias continues to coordinate with the Pascua Yaqui Tribe, Centered Spirit Services, Indian Health Service for sexual abuse treatment services for tribal members who have been a victim of childhood sexual abuse. The Pascua Yaqui Tribe also seeks the expertise of Las Familias regarding sexual abuse and trauma services for training opportunities for the tribal social services staff. 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. /// **Santa Cruz County Attorney:** During this reporting period, we were able to provide victim services to an undocumented female who was smuggled into the US. She was sexually assaulted by several men involved in her smuggling. Her case is set for trial next week and we will be transporting her to court daily until the trial ends. The Port of Entry and US Customs and Border Protection will allow her to come into the US for the trial. We will pick her up daily at the Port and return her to the Port when done for the day. /// **Childhelp, Inc.:** Childhelp has an active memorandum of understanding (MOU) with the Federal Bureau of Investigation and child protection agencies on tribal lands. These forensic cases may come to Childhelp for services such as forensic interviewing and may receive victim advocacy support and therapy. Additionally, Childhelp is working on an MOU with the closest military base, Luke Airforce base, to develop policies to better support victims that are in service. /// **Safe Child Center at Flagstaff Medical Center:** About 65% of all the victims that we saw were from reservation lands. We worked closely with the federal victim specialists to provide services to these victims of Federal crime. The victim specialists worked with our family advocates to address the transportation, lodging, nutrition, and healing needs of these victims. Our advocates were called to coordinate anticipatory victim services before the family arrived which increased the efficacy of the services. /// **City of Bullhead City:** Our Victim Services Unit can serve and coordinate services with members of the Fort Mohave Indian Tribe. We can assist with crisis counseling, information and referrals, criminal justice awareness such as Orders of Protection, and if warranted, respond to on-scene need for crisis intervention. We also respond to calls from the National Park Service. This can be due to incidents that occur with the Lake Mohave and Lake Mead National Recreation Area.

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

**Mesa Police Department:** The need for services geared toward underserved populations such as LGBTQAI+ and men is an emerging issue in the state of Arizona. Programs that provide culturally specific assistance to victims of crime are also limited, as are comprehensive services for victims with substance abuse or mental health issues. /// **Pinal County Juvenile Court (PCJC):** Substance abuse is not declining in Pinal County, thus creating obstacles for children and families to live in a healthy environment. As our staff continue to screen each case, it is revealing to us that more children are reporting sexual abuse among adults they know. /// **Pima County Juvenile Court (PCJC):** Substance-abuse related allegations continue to be a primary issue in the abuse and neglect dependency petitions. Methamphetamines, heroin, and other opiate use continue to be the primary drugs identified in the dependency petitions. PCJC also continues to have dependency petitions filed regarding unaccompanied minors that lack legal documentation. These children are often the victim of crimes that occurred prior to them coming to the United States or during their journey to the United States. These allegations of criminal behavior can be difficult to investigate or substantiate as they did not occur in Pima County. Language and cultural barriers limit the services available to these child victims. An additional barrier is there are multiple court justice systems on the federal and local levels that are entering orders regarding the unaccompanied minors at the same time, often without communication and/or knowledge of the other. The media has focused more attention on issues related to individuals without legal documentation to reside in the United States. In some communities, it is believed that this has caused fear of contacting law enforcement or child welfare when children are victims of crimes due to concerns that the legal status of the family or individual members of the family may become an issue if there is an intervention. This can make it more difficult to identify child victims and assure that they receive the services and protection that they require to ensure their safety. /// **Verde Valley Sanctuary (VVS):** As an agency we have noticed the drop off in the Hispanic community. This raised concerns well over a year ago. We facilitated a round table conversation with our local police chief and prosecuting attorney. We discussed as a community any changes that may have taken place to where one might think services no longer applied. (i.e.: fear in the community, changes in law or law enforcement practices.) Through this, the mystery was not resolved, but the conversation did result in all parties continuing mobile outreach efforts in the Hispanic community. Since, we have revamped our agency Spanish community flyers, increased mobile advocacy efforts and strive to be a welcoming entity to the Hispanic community. Verde Valley Sanctuary is also advertising its services through a Hispanic radio station, hoping to reach those in need. /// **Pinal County Attorney s Office (PCAO):** One emerging trend that has been noted relates to domestic violence

on adolescent victims of DV/strangulation by extended family members living in households (e.g. Uncles, grandparents, etc.) in situations where the adolescents are also experiencing other behavioral health issues that can result in oppositional behavior. There seems to have been an increase in the number of this type of domestic violence strangulation in the home. /// DNA-People s Legal Services, Inc.: There is a severe shortage of police officers on the Navajo Nation, causing them to be unable to respond to domestic violence calls. The Navajo Nation is huge, and it's too easy for perpetrators to evade police. Victims of Domestic Violence, in several Navajo Nation Courts, are having their Petitions for Domestic Abuse Protection Order (DAPO) dismissed because of lack of process; the abuser still has not yet been served. Although Petitions for DAPOs are a priority for the police when it comes to service of process, the police just don't have the capacity to get those served. The victims either must hire their own private process server, or their petitions are dismissed. /// Prevent Child Abuse Arizona: The issue that seems to be most prevalent at this time continues to be human trafficking for both adults and children. /// Area Agency on Aging (AAA): There continues to be a lack of affordable long-term therapy services available for older adults. Additionally, copays continue to be problematic for many (for those who are not on VOCA) and finding providers that can provide specialized treatment such as Eye Movement Desensitization and Reprocessing who also take Medicare and AHCCCS is extremely difficult.

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

Community Alliance Against Family Abuse (CAAF): Salary contributes to turnover at CAAFA, and our location is a compounding factor. Though our pay is competitive, we are located on the very far eastern edge of the Phoenix Metro, so some employees feel that it is worth it to take a pay cut if it means reducing their commute. /// Pima County Attorney s Office: While we have done a better job division wide in retention during this reporting period, insufficient salary and heavy workload continue to be a concern in recruiting and retaining staff. Advocates from all comparable agencies including the Attorney General s Office, FBI and US Attorney s Office make considerably more money at their starting salary and none of those advocates provide regular crisis response in addition to courtroom advocacy. This discrepancy is something our office is working hard to combat within our available resources. /// Arizona Children s Association (Las Familias): Las Familias has had trouble in recruiting and retaining trauma informed and experienced clinicians who desire to work with the specific population that the program serves, any child or adult 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 40 hours/week. 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. Also, many clinicians find it difficult to work in conjunction with Department of Child Safety and the Court system of which many of our clients are involved. In addition, the agency is striving to become competitive in its salary structure. Insufficient salary and the heavy toll of such a caseload often result in turnover. /// Maricopa County Attorney s Office (MCAO): MCAO 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. /// New Life Center: Staffing retention issues include insufficient salary, and difficulty working with trauma and complex trauma victims long term. Working with victims creates a lot of vicarious trauma as well as burnout with the staff providing direct services. /// Arizona Voice for Crime Victims (AVCV): AVCV has faced challenges when seeking to fill vacant positions. AVCV is a small non-profit organization with limited funding and resources. While we do seek to pay competitive salaries, we are not able to provide a number of benefits such as health care and retirement savings plans to our employees. Because we do not have funding that allows us to offer employee health benefits or savings plans that one might expect if working for a government agency or a private law firm, it can be a struggle to find the most talented and qualified attorneys and social workers who are willing to work without benefits. Additionally, AVCV employees have heavy workloads that require travel to other parts of the state, involve cases with difficult facts, and traumatized clients who sometimes require a lot of time. /// Against Abuse, Inc.: Our agency has had a very difficult time filling positions in the city of Maricopa. The agency cannot afford to increase the rate of pay for these positions. Further exacerbating the issue is that our agency does not have a retirement or 401k plan to offer employees. /// Arizona Legal Women and Youth Services: We have had extreme difficult hiring a full-time bilingual attorney. Nonprofit legal pay is lower than private practice pays, and, due to our size, we are unable to offer benefits to employees the way government organizations can. While we offer things like a flexible work schedule and generous time off, most attorneys seem to be seeking better pay or full benefits, or both. /// Alice s Place: We normally do not have a high turnover of staff but insufficient benefits, especially healthcare, is becoming more of an issue. We have been looking into this issue but as of now do not have enough funding for this. /// City of Phoenix Family Advocacy Center: The City is still unable to establish permanent positions for VOCA-funded positions, resulting in temporary positions, which do not earn pension benefits or seniority. As a result, impacted staff desire to transition to permanent or City-funded positions when an opening is available. This causes VOCA-funded positions to constantly be in flux.

**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 accordance 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 held hosting approximately 75 individuals each day. DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. FY 2019 marks the completion of the second year of the three-year period.

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

DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. FY 2019 marks the completion of the second year of the three-year period therefore a competitive process was not held during the reporting period. In 2018, the Arizona Department of Public Safety completed strategic planning meetings with the Arizona State Agencies Coordinating Team (AzSACT). AzSACT is comprised of various state agencies that administer victim services funding. The strategic planning meetings were conducted through the assistance of a facilitator provided by the Office for Victims of Crime's Training and Technical Assistance Center (OVCTTAC). Two priorities identified as part of the strategic plan include distributing state and federal funding to ensure all survivors and victims have equitable access to services and to strengthen service provision to address/meet the unique service needs of diverse and underserved populations. Action steps relevant to these priorities were scheduled to begin in early 2019. Action steps to be taken include 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. As these steps are taken during the next 12-24 months, AzSACT members will engage with and encourage organizations throughout the state to participate in solicitation processes and enhance services to underserved populations. Although AzSACT has not been able to complete as many action steps as desired for the 2019 period, it has been effective in engaging with service providers of new and underserved populations (e.g. human trafficking, disabled individuals) through presentations regarding victim services funding at various community meetings, task forces and networking groups.

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

Pima County Attorney's Office: One gap we identified this reporting period is the difficulty in ensuring (without fail) that APRAIS forms that are completed by law enforcement are making their way successfully to the jail at initial appearances for the judge to consider when setting conditions of release. We have worked in our APRAIS task force and with the IT systems of our largest LE agency partners (Tucson Police Department and the Pima County Sheriff's Office) to create a technological solution. We worked with the County and City Court Clerks, Pre-trial Services, Public and Legal Defenders, and Emerge Center Against Domestic Abuse to set up a protocol in which the APRAIS forms will be automatically emailed (upon completion) to all parties so that they will immediately receive the form. They will not have to wait for it to be delivered by hand which can result in delays in service to victims and delays in getting the information to the judges who need it. /// Arizona Legal Women and Youth Services: We are one of the few groups providing free legal services to victims, especially the minor children in foster care. When social service partners have contacted us for legal assistance for their clients, we have taken the case so long as it was a person who fit within our funding guidelines. We have also helped victims overcome obstacles like lack of reliable transportation or lack of reliable communication (phone or email), by working closely with social service partners and by going to these locations to meet with clients. It is our goal to not just provide free legal services, but to help eliminate the many obstacles, both real and perceived, that vulnerable or at-risk youth and victims of crime feel when facing the justice system or the US immigration system. /// A New Leaf: DVSTOP was able to fill in the gaps by offering the beds in the overflow shelter. When all shelters in Maricopa County were full, callers can come into overflow and stay until a bed opens in shelter. Last year, we implemented the web-chat services for individuals that cannot call the hotline but have access to a computer. This service was also beneficial for our deaf and hard of hearing clients. /// Chicanos Por La Causa (CPLC): Our staff are bilingual and can provide services in the language that our clients speak. When we take our clients to attorneys, they are unable to understand what the attorney is saying. Our legal advocate takes notes and explains to our clients what the attorney is saying so that our client fully understands their rights in the legal system as well as court processes. We can then refer them to other culturally specific programs or other services in their language so that they are able to receive full services due to their necessities. We are a mobile advocacy program so if a client does not have transportation, we are able to travel to them and pick up for appointments in the community. We are also able to provide bus passes if they need to take a bus. If we find that a police report has not been filed for a crime, because of the language barrier, we assist the client to get a police report or at least create an incident report, and assist the client create the



process for the history of crimes to track for their court process or charges against their abuser. At the shelter the lay legal advocates are available in house which responds to a huge barrier of lack of transportation. Lay legal advocates can meet with clients where they are and provide transportation to court, and any other legal needs. /// City of Prescott Police Department: One of the gaps in services identified through the Police Department's strategic planning process was the absence of a continuum of response and care to victims of crime. Although the officers and detectives in our department can reach out to the advocates twenty-four hours a day, our advocates are positioned to run daily reports of the crimes that occurred within the past 24 hours and contact those victims shortly after the victimization. This immediate response provides a victim someone to talk to in confidence who understands the complexities of victimization, someone who is knowledgeable and aware of community resources and can facilitate the referral to the appropriate resource for continued and long-term care, and someone to help guide and support them through the criminal justice process.

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

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