

**Vermont Center for Crime Victim Services**  
**Performance Measures**  
**January 2016**

Victims Compensation Program

The Center uses a Victim Satisfaction Form to determine a crime victim's satisfaction with the services s/he received from the program. It also allows them to make comments and suggestions which the staff finds useful. The program averages 500 claims a year and every victim is sent a survey. The return rate averages approximately 12%, however in 2015, the return rate was 18%. Overall, the feedback is quite positive. A compilation of results is attached.

Victim Assistance Program

Victim Advocates send out a Victim Satisfaction Form after sentencing to the crime victims they work with. Those surveys get returned to the Center which we compile into a database. It asks the victim whether they received the services they are entitled to under the statute, to rate their overall level of satisfaction with the program and to make comments or suggestions for improvement. We are not able to track how many forms are sent out by the Victim Advocates so we cannot determine a response rate. The Center does respond to surveys when the victim has given us their name and phone number and were dissatisfied with services and outcomes. We also follow up with the individual Victim Advocate to assess what happened and why. We also make sure the Advocates receive the positive feedback. A compilation of results is attached.

Restitution Unit

We have determined that the Unit's collection rate is the most important outcome to track since the vast majority of individual victims receive their restitution from the Fund and are made whole while businesses and restitution orders over \$10,000 have to wait until the offender pays. The Unit reviews these numbers monthly and are constantly looking for new strategies to improve collection. Our collection rates continue to inch up though the biggest factor is the more time we have to collect on a debt, the higher the collection rate. Now that we have 10 years under our belt, it looks like we are able to collect about 50% of the restitution owed by offenders, so having the restitution fund is really important for those crime victims where the defendant has no ability to pay. The handout with a breakdown of collection rates by fiscal year is in a separate attachment.

Grants

The Center has been working with our sub-grantees to increase the number of victims served from under-served populations. The groups we have identified are people with disabilities, the elderly and minorities. In FY 15, we added persons served from the LGBTQ community. We do provide the Language Line service to all our sub-grantees. It has been our experience that numbers do increase when we can engage in targeted outreach and education strategies with under-served populations. Unfortunately, due to funding constraints, the Center is not able to do outreach and education.

Under-served Population	FY 12	FY 13	FY 14	FY 15
People with disabilities	1,566	1,882	826	829
Elderly	341	322	293	311
Minorities	726	760	598	643
LGBTQ				95
Total	2,633	2,964	1,717	1,878

We have also worked with the VT Network Against Domestic and Sexual Violence to develop outcome measures for these programs since a significant amount of the state and federal funding we administered is awarded to these programs. Victims of domestic and sexual violence who receive shelter services, advocacy services or participate in support groups are asked three questions.

As a result of the services you received:

- 1) Do you know more about planning for your safety?
- 2) Do you know more about resources available to you in your community?
- 3) Do you know more about your rights and options?

The 14 programs of the VT Network surveyed a total of 3,838 survivors in FY 15. Averaged across the three questions, 3,460 survivors or 90% responded in the affirmative. Research has shown that increasing survivors' knowledge of safety planning and community resources leads to their increased safety and well-being over time.

Outcome	Total Asked	Responding "Yes"	Percentage
Safety	3,838	3,268	85%
Resources		3,575	93%
Rights & Options		3,538	92%
<b>Average</b>		3,460	90%

## Vermont Center for Crime Victim Services

### Victim Satisfaction Survey – Victims Compensation Program - 2015

**Number of Responses = 91**

2011	2012	2013	2014	2015
52	79	60	59	91

*The survey was adapted in 2013 so the responses do not entirely match from previous years.*

<b>Respondents stated that they:</b>	<b>2014</b>	<b>2015</b>
Did not know about the Victims Compensation Program before becoming a victim of crime.	84%	83%
Received assistance in filling out the Compensation Application and the majority got the help from the State's Attorney's Victim Advocates.	46%	39%
Heard back about their application within days.	43%	37%
Heard back about their application within weeks.	51%	53%
Received information about the Restitution process.	82%	83%
Satisfied or very satisfied with the services they received through the Victims Compensation Program.	94%	92%

<b>Question:</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
The application was easy to understand, and the person did not need help filling it out.	80% agreed	84% agreed	80% agreed	N/A	N/A
The victim received written notification about their application within a reasonable amount of time.	92% agreed	91% agreed	97% agreed	99% agreed	90% agreed
Victims reported that the Compensation Program staff was able to answer their phone calls and questions.	89% agreed	97% agreed	91% agreed	86% agreed	84% agreed
Victims reported that staff responded to their request for assistance.	85% agreed	97% agreed	92% agreed	89% agreed	88% agreed
Victims rated the quality of the services as excellent or good.	85% agreed	96% agreed	95% agreed	92% agreed	90% agreed
Victims rated staff attitude as excellent or good.	87% agreed	98% agreed	95% agreed	94% agreed	90% agreed
The Compensation Program provided the help that was needed.	92% agreed	96% agreed	96% agreed	N/A	N/A

### Victim Quotes/Comments:

- All services were helpful, it was relieving to know I had options with an "after plan", and that although most angles of my life were a mess, I was very thankful for the financial help.
- Not sure if this qualifies, but the victim advocate was crucial. It was great to be kept updated. As far as the compensation program, it's a wonderful service but it did take 6 1/2 months to have the medical bills paid. Thank you.
- The fact that there is a service at all for people who have been a crime victim is awesome. When you can never fully be compensated, something is better than nothing! Thank you.
- Keep up the great job helping victims.
- It was disappointing that I could only be compensated for the cost of materials and not my labor. I knew how to repair my door (I am self employed as a stain glass artist) and I did the repair myself because the burglary occurred on a Friday evening and I needed to repair it over the weekend.
- I'm grateful that I was notified of the status of the case.
- We were very lost but everyone was very helpful. Thank you.
- I was in despair and I wrote in an email that I was waiting for assistance to be approved and was contacted by phone with kindness by the VC staff and told about a hot-line I could call if I need it and they were very accommodating.
- The financial support was extremely helpful and just allowing me to vent with no judgement.
- They kept us up to date and let us know what was going on.
- She was very sympathetic to my loss.
- I'm feeling safer with the alarm system, and the person on the phone was very nice, sympathetic and helpful.
- Everyone I spoke to was very kind and understanding.
- Coverage for other expenses related to the crime would be helpful for victims so as to reduce the effects of financial stress, but very grateful for what you helped me with!!
- You should go after the criminal for what is still owed.
- Hopefully this will never happen to me again, once in a lifetime is enough, for what services I received I am grateful and felt protected in all aspects.
- We would have appreciated knowing how a determination of no probable cause was determined by law enforcement.
- I'm still confused if this is the same program as my victim advocate and the request for restitution that I made through the victim advocate.
- My husband and I think it's a great program - Thank you so much.
- The police did not get the people who stole my stuff so I do not know if I can get Restitution.
- Thank you so much for your help, compassion and concern.



## Victim Assistance Program Satisfaction Survey 2012 to 2015 Comparative Analysis

### Number of Responses Statewide

2012	2013	2014	2015
146	181	128	130

### Did the victim receive information about their rights from a Law Enforcement Officer?

Year	Victim Received info from Law Enforcement
2012	62% Yes
2013	56% Yes
2014	62% Yes
2015	58% Yes

Question:	2012	2013	2014	2015
Was it important to you to have been kept informed of the status of the court case?	98% Yes	96% Yes	100% Yes	97% Yes
Did you receive notice in advance of the court dates?	94% Yes	91% Yes	92% Yes	94% Yes
Did your advocate provide you with information on the court process?	89% Yes	89% Yes	89% Yes	88% Yes
Were you able to understand the information provided?	95% Yes	94% Yes	95% Yes	94% Yes
Was your advocate supportive and respectful?	91% Yes	92% Yes	95% Yes	87% Yes
Did you receive referral information that you needed?	77% Yes	77% Yes	72% Yes	72% Yes
Did you receive information about the Victim's Compensation Program and/or the Restitution Unit?	86% Yes	83% Yes	81% Yes	82% Yes
Were you told about your right to complete a Victim Impact Statement?	83% Yes	87% Yes	87% Yes	91% Yes
Overall, how satisfied were you with the assistance provided to you by your victim advocate?	93% Satisfied	91% Satisfied	90% Satisfied	94% Satisfied

### **Comments from Victims about the Victims Assistance Program:**

[The advocate] provided excellent support and guidance for us through the court process. We would have been lost without her and this program.

I am very pleased with the victim's advocate, she was very compassionate through the court process! I absolutely wish that we didn't have to meet this way, but she has been very loving and caring!!

I can't say enough about [the advocate]. She was totally focused on whatever I had to say; it felt safe to tell her my issues. I was impressed how she was interested in not only myself, but on my son and my family's healing.

I was not happy with the Criminal Justice system but I know how unfair it is to the victims. thank you for your great service.

I'm very thankful for all the time that [the advocate] has offered helping me to a better understanding of how this case and the court prosecution works. She was very dependable replying to my phone calls and keeping me informed. Thank you for your services.

I was advised that I would have the opportunity to make a statement in court at the time of sentencing. I was prepared but was never given an opportunity to speak. Victims should have at least one face to face meeting with an advocate. Thank you.

Thank you for asking my opinion at this time. The victim advocate was very understanding, courteous and professional. I suggest that law enforcement have a one page handout to give to victims.

Initially I got notices 1 or 2 days before a court date, I identified to the advocate that I needed more notice and moving forward [the advocate] made sure that I got the notice well in advance. She is just wonderful and I feel that the Orange County States Attorney's office is doing all they can do to prosecute and petition on mine and others behalf.

I want to thank you for your professional services you provided me with during a very difficult situation. It was your caring and supportive help that allowed me to move forward with this process of having a family member held responsible for criminal activities against me. Each time we met I left with peace of mind about my situation. In court your position as the victim advocate put me at ease as each time I came into the court I was anxious about what was going to happen....

We were very surprised and appreciative of this whole service. We were offered this support right from the beginning from the police officer handling the case. So nice to be offered this support without having to try to seek it out. Thank you!

Vermont Restitution Unit

	<b># of Orders</b>	<b>Amount Ordered</b>	<b>Collected as of 1/7/2016</b>	<b>% Collected</b>
<b>Advanced from Restitution Fund</b>				
FY05-FY09	5,350	\$5,571,786	\$2,800,859	50.27%
FY10	680	\$724,650	\$263,824	36.41%
FY11	588	\$633,200	\$169,774	26.81%
FY12	585	\$605,537	\$136,986	22.62%
FY13	703	\$696,546	\$153,265	22.00%
FY14	583	\$597,455	\$98,651	16.51%
FY15	403	\$386,865	\$44,261	11.44%
Totals	8,892	\$9,216,039	\$3,667,620	39.80%
<b>non-Restitution Fund orders on</b>				
FY05-FY09	3,475	\$6,120,857	\$2,164,097	35.36%
FY10	737	\$1,379,942	\$480,333	34.81%
FY11	640	\$998,091	\$364,901	36.56%
FY12	770	\$1,202,575	\$360,954	30.02%
FY13	901	\$1,355,144	\$289,631	21.37%
FY14	993	\$1,540,235	\$234,362	15.22%
FY15	808	\$1,176,414	\$151,063	12.84%
Totals	8,324	\$13,773,258	\$4,045,341	29.37%
<b>Overall totals</b>	<b>17,216</b>	<b>\$22,989,297</b>	<b>\$7,712,961</b>	<b>33.55%</b>