

Proposal Element 2: PROBLEM/NEED DATA

1. TDCJ-CJAD planning staff will gather additional problem/need data from the MCSCR, Offender Profile Data, and CSTS to establish need.
2. Indicate Historic/Programmatic Information that substantiates your jurisdiction's need for this program (optional). (See appendix __ for an example)

The Travis County Community Supervision and Corrections Department (CSCD) with the services of one clerical position assists victims of crime during the post-adjudication phase of the criminal justice continuum. Due to lack of funding for additional positions, when an offender has been adjudicated and placed on probation, the victim's knowledge of and access to services is very limited.

The Victim Services Program will ensure that all victims of individuals placed on probation and supervised by the Department will receive services rather than the narrowly defined number of victims currently designated by the state law. These currently mandated services include: 1) providing written notification of the court process, 2) providing offender information via telephone and correspondence, and 3) making referrals or providing referral information. Currently 506 of a potential 5,258 victims have requested receiving the minimal services through the Department. All victim services must be provided in both English and Spanish and be culturally sensitive to the population.

Once the program is fully funded it will include the following enhanced services to victims: 1) identifying victims; 2) contacting victims; 3) providing services to victims, including the development of a "Victim Handbook" and returning restitution to victims, and 4) collaborating with other agencies and the community.

This program will be staffed by one full time Victim Services Coordinator and one full time support staff. Victim Services Program staff will serve as a liaison with other County victim agencies and social services in the community.

3. What **other services**, that meet this need, are available to the offender in this jurisdiction?

Presently, other services available to victims in the area include SafePlace, First Call 4 Help, MADD, and Women's Advocacy Project. SafePlace offers all victims involved in violent crime, who feel that their physical safety is in jeopardy, a secure location to reside for an indefinite period of time and appropriate counseling. First Call 4 Help offers all victims involved in violent crime a list of different resources to assist them with a variety of issues. The Women's Advocacy project is housed with the Family Violence Protection Team and gives assistance to individuals involved in family violence cases. Additionally, the Austin Police Department, Travis County Sheriff's Office and Prosecutors Office provide victim service programming during the arrest and prosecution phase of the criminal justice system.

Proposal Element 3: TARGET POPULATION

Please note that the Target Population element does not require narrative description. TDCJ-CJAD staff will gather additional information from the MCSCR, Offender Profile Data, and CSTS.

- a. Felony only Misdemeanor only Both
- b. Male only Female only Both
- c. Age restriction? No Yes

If yes, describe: 17 years or older

- d. Offense-related characteristics or exclusions N/A

- e. Are participant referrals accepted from outside your jurisdiction? No Yes

If yes, what proportion are from other jurisdictions _____ %.

- f. Is this program designed to serve any specific cultural, ethnic, or gender group?

No Yes

If yes, please identify and cite proportions, if applicable. _____

- g. Is this program designed to serve MHMR participants? No Yes

- h. Are participants who are not on community supervision accepted in this program? (e.g. pre-trial, jail inmates, state jail confinees, family members, or others) No Yes

If yes, please identify. Victims

- i. Do participants meet specifications in TX Government Code §76.017 Treatment Alternative to Incarceration Program (TAIP)? {This applies to **TAIP** programs **ONLY**} No Yes N/A

Proposal Element 4: PROGRAM DESCRIPTION AND PROCESS

REQUIRED STANDARD OPERATING PROCEDURES

The mission of the Victim Services Program is to address the rights and needs of victims of crime by providing information, referrals, and other services. Specifically, the goals of the program include informing victims of their rights in the criminal justice system, providing notification of offender status, and troubleshooting problems that arise concerning issues with offenders and restitution. The Victim Services Program will ensure that: 1) All victims of offenders placed on community supervision will be notified of our services, 2) current addresses for victims will be maintained and identified via the Internet, and 3) victims seeking assistance in obtaining restitution from offenders placed on community supervision will be helped. Additional goals include providing training and support for Community Supervision Officers (CSOs) and interfacing with local agencies to ensure the seamless delivery of services to victims.

The Victim Services Program is located at the Department's Administration location. After sentencing, notification letters are mailed out informing victims of their rights and the offender's Conditions of Community Supervision. In the event the victim requests further notification, updated information is provided monthly on the legal status of the offender through the program's ongoing communication with the supervising CSOs. Cases involving complex restitution and/or continuous contact with a victim are referred to the program, both by Diagnostic CSOs and Field CSOs. For cases in which the Court has ordered restitution, but the victim cannot be located, internet access is utilized to allow the Department to ensure victims receive their Court-ordered restitution.

The Travis County CSCD Victim Services Program will include four specific activities to provide a comprehensive and uniform response to victims. The four activities are: 1) identifying victims; 2) contacting victims; 3) providing services to victims and returning restitution to victims, and 4) collaborating with other agencies and the community to serve victims.

1) Identifying Victims: Victims of serious crimes are usually identified through the CSCD's Diagnostic or Court Services unit. Restitution provides another avenue to access the victim. All individuals receiving restitution will be notified by certified mail regarding the Victim Services Program. Additionally Travis County CSCD Community Supervision Officers (CSOs) will be required to fill the gap of identifying those victims (not identified through the Diagnostic or Court Services Unit) and providing that information to the Victim Services Program.

2) Contacting victims: Written contact, to include an explanation of their rights and laws, will be sent to all victims immediately after the offender is probated. In addition, telephone contacts to identified victims will be used to insure that the victim is aware of their rights and available services.

3) Providing services to victims: Once the program is fully funded, it will include a number of valuable services to victims.

- * Notification: Upon request, the Travis County CSCD will provide written and/or telephone notification of all major changes in the offenders' status to concerned victims. This would include court hearings, court notifications, or death.
- * Advocacy: The Victim Services Program staff will be a liaison with other Travis County CSCD staff, especially CSOs.
- * Restitution: The staff of the Victim Services Program will be available to assist in updating victims on the status of restitution payments and utilizing internet services to locate victim's current addresses to ensure restitution payments.
- * Victim's Benefits: The Victim Service Program staff will assist the victim in seeking financial

compensation from the Crime Victims' Compensation program. The staff will help the victim identify whether they are eligible for compensation, assist with the application process, and provide follow up information on how to file and justify an appeal if it is necessary.

4) Collaborating with other agencies and the community: Referral of victims to social services is an expected part of any program. However, referral efforts can be insufficient for the needs of the victim, especially if the referral is accomplished only by providing a point of contact for the victim. The Victim Services Program will enhance the referral process in three different ways.

1) Brokering social service: This will involve the active participation of the program staff to find assistance for the victim. The Victim Services staff will identify contact staff referral agencies and make referrals to the identified staff instead of the agency. The Victim Services staff may contact specific agencies on behalf of the victim and solicit special support (either financial or other) for them.

2) The Victim Handbook: The Travis County CSCD will develop a Victim Handbook as a way to disseminate information about the Victim Services Program and other agencies in the community. The handbook will list other important victim assistance phone numbers, the methods and procedures of the Victim Services Program, other related probation information such as restitution and victim panels.

3) Collaborating with other agencies and the community: The Travis County CSCD will work closely with the other agencies in the community that serve the victim. The Victim Services Program will expand victim notification services that the Department currently provides on a limited basis.

Training will be provided quarterly by the Victim Services Coordinator to the Field CSO units. A Victim Orientation class will be conducted monthly to further address concerns of victims; as well as provide additional information concerning the sentencing process and community supervision procedures. An informational brochure is sent out, as part of the initial notification, which details victim's rights and community supervision policies, as well as helpful telephone numbers for counseling referrals and local criminal justice agencies. Documentation of victim contacts will be completed by victim's program staff.

Responsivity

This program recognizes the principles of responsivity in developing and implementing the program design. Responsivity issues are initially addressed during the screening/placement process. When appropriate, staff assignment will include the offender being matched with a CSO/Counselor/designated staff whose characteristics would be most effective in establishing rapport with the offender. All direct service staff will receive special needs population training to enhance responsivity and ensure effective service delivery. Additionally, staff will be trained in motivational enhancement techniques.

Tracking

On an annual basis, the Department will track program outputs and monitor outcomes to assess utilization of services and supervision activities.

SOP

Current SOPs are on file and available for review. Enhanced SOPs will be available by Nov. 2005 if this program is fully funded.

REFERRAL PROCESS

Court Ordered

Assessment Process

Self Referral

Other: Department Initiated

PARTICIPANT ACTIVITIES

All victims who have suffered psychological or bodily injury, financial loss, or death as a result of a crime, as well as close relatives or guardians of victims will be eligible for notification services as outlined in SOPs. Victims will continue to receive services from the Department until the offender completes their probation sentence.

CHOICE OF PROGRAM DESIGN

*US Dept. of Justice, Office of Justice Programs, Office for Victims of Crimes – Publication Promising Practices and Strategies for Victim Services in Corrections, published in 1997, states at the very core of most corrections-based victim services programs are notification services that inform victims (and sometimes witnesses) about the status of offenders under the supervision of the agency. As of 1997, 23 States provide victims with the *constitutional* right of notification of an offender’s status in post-conviction release and/or release proceeding—a public policy approach that is rapidly gaining widespread application.*

The importance of victim restitution is demonstrated by, but not limited to, the following factors:

- Victims suffer considerable monetary losses as a result of crime, many of which are *not* recoverable by insurance, etc.
- Offender accountability must incorporate measures to directly reimburse victims for their financial losses.
- Victim compensation programs cannot begin to fulfill the demands for financial recovery from victims and compensation programs can be augmented by restitution payments to their funds.
- When restitution orders are *not* enforced and collected, ultimately America’s victims *and* taxpayers bear the burden of financial responsibility that *should* belong to offenders.

PROGRAM STAFF AND PROGRAM STAFF ACTIVITIES

1. Staff (Title) Victim Services Coordinator

Process activities: Responsible for ensuring appropriate notification to victims concerning offender activity. Responsible for providing support services, brokering services with social service agencies and advocating for victims and families of victims. Responsible for development of victim sensitivity training for CSOs and development of Victim Handbook.

2. Staff (Title) Victim Services Sr. Office Specialist

Process activities: Performs a variety of data entry tasks involving victim correspondence and maintenance of filing systems. Answers basic questions of victims concerning services provided by the program. Maintains data tracking system and compiles reports of program activities.

ADDITIONAL PROGRAM DATA

Please indicate that program design and/or staff training includes sensitivity to gender, race, ethnicity, culture and differing physical abilities. YES

Proposal Element 5. PROGRAM MILESTONES

Is this a new program? No Yes

If yes, please complete milestones chart. **If no, this element is optional. Do not insert if chart is blank.**

PROJECTED PROGRAM OUTPUTS/OUTCOMES FOR FY 2006 - 2007

DATA FORM

Program Title: CSCD Victim Services Program

Chief CSCD County: Travis

Program Code: VSV

Facility Category: NA

Data Contact Person: Lila Oshatz

Projected Number to be served: 1500

General Instructions: The purpose of this form is to provide projections for services that will be provided with funding obtained from the program proposal. Provide projections for the applicable information for the services offered to participants during the funding cycle. Only include services that will be paid for from the program proposal award. Do not include referrals or other services that will be provided to program participants outside the program proposal. Complete a separate form for each program code that was listed on the CSCDP Cover Sheet. Please provide counts, not percents, and make sure all blanks are filled. Answer with "N/A" if not applicable.

A. Group/Individual Counseling

Number of Participants

N/A

B. Urinalysis Tests

Number of Individuals Tested

N/A

C. Academic Education Services

Number of Participants

N/A

Number Mandated by CCP 42.12 Sec. 11(g)

N/A

Number of GEDs obtained

N/A

D. Electronic Monitoring

Number of Participants

N/A

E. Cognitive Training/Cognitive Behavioral

Number of Participants

N/A

F. Substance Abuse Education

Number of Participants

N/A

G. Employment Services

Number of Participants

N/A

Number who secured employment for 3 days or longer

N/A

H. Victim Services

Number of Victims Served

1500

Number of Victim-Impact panels held

N/A

Number of Victim-Offender mediations completed

N/A

Outcomes – Successful Program Completion

Number of participants successfully completing the program

N/A

Date: March 1, 2005