BUREAU OF VICTIMS' SERVICES: VICTIMS COMPENSATION AND VICTIMS RIGHTS SERVICES ANNUAL REPORT

FISCAL YEAR 1998/99

Since 1986, over 28 million dollars have been awarded in grants for victim rights services in Pennsylvania

Since 1976, over 63 million dollars have been paid in compensation on behalf of victims of violent crime in Pennsylvania

PENNSYLVANIA
COMMISSION ON CRIME & DELINQUENCY

Commonwealth of Pennsylvania

PENNSYLVANIA COMMISSION ON CRIME AND DELINQUENCY
VICTIMS' SERVICES ADVISORY COMMITTEE

Ms. Nancy E. Wells
Chairperson

Ms. Carol L. Lavery
Director, Bureau of Victims' Services

The Honorable Tom Ridge
Governor, Commonwealth of Pennsylvania

Members of the General Assembly
Commonwealth of Pennsylvania

Dear Governor Tom Ridge and
Members of the General Assembly:

Since their incorporation in 1995 under the Bureau of Victims' Services, the Victims Compensation Division and the Victim Services Division have grown in size and scope, offering assistance in the form of financial support to victims of crime in Pennsylvania, as well as the victim service agencies that aid them. The continued commitment from both governmental and professional agencies will enable these programs to further serve crime victims, their families, and the community at large.

The Victims Compensation Division has instituted many new ideas and innovations to increase the speed and efficiency of the claims process, to better address the needs of the claimants, and to modernize the system. The processing time continues to be reduced from an average of 32.17 weeks in 1996, to 11.77 weeks in 1999. The Outreach and Training Section has increased the awareness of the Crime Victims Compensation program in particular, and the rights of crime victims in general, through an extensive and wide-reaching training schedule, along with the development of many multi-media forms of informational and instructional presentations. The Victim Services Division has continued in its work to provide the financial support, training, and technical assistance to county- and community-based victim service programs.

It is our pleasure to present to you the Bureau of Victims' Services Annual Report for the Victims Compensation Division and the Victim Services Division for Fiscal Year 1998-99, beginning July 1, 1998 and ending June 30, 1999.

The Pennsylvania Commission on Crime and Delinquency continues to strive to offer statewide assistance in the fields of criminal justice and victims services.

Sincerely yours,

Nancy Wells
Chairperson
Victims' Services Advisory Committee

Carol L. Lavery
Director
Bureau of Victims' Services

Bureau of Victims' Services

Victims Compensation Division
(717) 783-5153
In PA (800) 233-2339
Fax (717) 787-4306

Victim Services Division
(717) 783-0551
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I. Administration

"Compensation is one of Pennsylvania's best-kept secrets."

Carol L. Lavery
Director, Bureau of Victims' Services

Pennsylvania Commission on Crime and Delinquency

Thomas W. Corbett, Jr., Esq.
Chairman

Mr. James Thomas
Executive Director

Gerald Mackarevich, Esq.
Chief Counsel

Bureau of Victims' Services

Ms. Carol L. Lavery
Director

Ms. Ann Marie Sola
Administrative Assistant

Victims Compensation Division

Ms. Lynn Shiner, Manager, Victims Compensation Division

Mr. William M. Parker, III, Claims Review Officer

Ms. Bonnie Bechtel, Administrative Officer

Ms. Idalia Vega-Lopez, Legal Assistant Supervisor

Ms. Heidi Barry

Ms. Sharon Beaver

Ms. Florence Bynon

Ms. Sherry Leffler

Ms. Jennifer Miller

Ms. Margaret Strader

Ms. Barbara Aschenbrenner, Clerical Supervisor

Ms. Angela Andree

Ms. Cynthia Minnich

Ms. Sherry Morgan

Ms. Naomi Sias

November 1, 1999

Outreach and Training Section

Ms. Regina L. Bellish, Coordinator

Ms. Eileen Steinecke
Training and Technical Assistance Specialist

Mr. Keith Thomas Emery
Information Specialist

Ms. Janet Shaw Lemoine, Project Manager
Training and Technical Assistance Project

Ms. Hallie Martyniuk, Project Coordinator
Training and Technical Assistance Project

Ms. Pauline Benning, Project Coordinator
Training and Technical Assistance Project

Victims Services Division

Ms. Tina Kranyak, Criminal Justice Planner

Ms. Kitty Michaels, Clerk Typist III

Ms. Natalie Novotny, Program Analyst

Ms. Traci Ritchey, Criminal Justice Planner

Ms. Irene Tetzlaff, Criminal Justice Planner

November 1, 1999

PCCD Victims' Services Advisory Committee

Ms. Nancy E. Wells, VSAC Chair
Executive Director
Center for Victims of Violent Crime
Allegheny County

Ms. Mary Achilles, VSAC Vice Chair
Victim Advocate
Office of the Victim Advocate
Board of Probation and Parole

Mr. James Bubb
Aging Services Specialist
Division of Managed Care
PA Department of Aging

Ms. Carolyn Chester
Director
Bureau of Social Services
PA Department of Public Welfare

Honorable Donna D. Gority
County Commissioner
Blair County

Ms. Pamela Grosh
Program Director
Victim/Witness Services
Office of the District Attorney
Lancaster County

Honorable David W. Heckler
Judge
Court of Common Pleas
Bucks County

Ms. Alberta McCargo-James
Victim Services Coordinator
Victim and Community Services Unit
Philadelphia Juvenile Court
Philadelphia

Honorable Patrick L. Meehan
District Attorney
Delaware County

Mr. William M. Reznor
Deputy Secretary
Intergovernmental Relations
PA Department of Corrections

Lieutenant James J. Carey
Bureau of Criminal Investigation
Pennsylvania State Police

Ms. Delilah Rumburg
Executive Director
PA Coalition Against Rape

Ms. Penny Staver
Executive Director
MADD - PA State Organization

Ms. Judith K. Yupcavage
Public Policy and Information Manager
PA Coalition Against Domestic Violence

VSAC'S VISION

The vision of VSAC is for a society where all people are safe in their homes and communities; where the needs of crime victims are honored by all systems with which they interact; and that victims are treated with dignity, compassion and respect.

VSAC'S PURPOSE

The purpose of VSAC is to serve in an advisory capacity to PCCD and to ensure that the voices, needs, and perspectives of all crime victims will be considered in the development of services, service standards, policies, funding priorities, and outcomes.

November 1, 1999

Historical Summary:

Pennsylvania Victims Compensation and Victim Rights

The Victims Compensation Program, created by Act 139 of July 1976, was established as a response to the financial losses incurred by victims of violent crime. The Commonwealth of Pennsylvania was the tenth state in the nation to establish a compensation program to help victims and their families by easing the financial burden that violent crime imposes upon them.

Individuals who are injured during a crime may be compensated for uninsured or unreimbursable medical expenses, counseling, loss of earnings, and cash loss of benefits. In the case of death, funeral expenses and loss of support may be compensated to those who qualify. The maximum award is $35,000, including $20,000 for loss of support and $15,000 for loss of earnings. The program does not pay for pain and suffering, nor does it pay for property loss.

Payments to victims are disbursed from a restricted revenue account which receives its funding from two sources. Pennsylvania Act 139 of 1976 imposed a cost assessed against certain offenders who are found guilty, plead guilty or nolo contendere. Act 96 of 1984 established that these penalty assessments (which were later increased to $15 by Act 35 of 1991) be paid into the Crime Victims Compensation Fund. The federal Victims of Crime Act of 1984 allocates federal reimbursements given to states based on a formula of prior year payments to victims.

Act 96 of 1984 created the Victims' Bill of Rights with the intent to encourage the full and voluntary cooperation of victims with law enforcement and the district attorney in the prosecution of the case and to ensure that all victims of crime are treated with dignity, respect, courtesy and sensitivity. Act 155 of 1992 amended the Victims' Bill of Rights to include requiring law enforcement to notify crime victims of the services available to them, including the Victims Compensation Program, and district attorneys to assist victims in filing for compensation. Act 27 of 1995 of the Special Session on Crime created the Victims' Services Advisory Committee, and transferred the Victims Compensation Program to the Pennsylvania Commission on Crime and Delinquency as a Division under the newly created Bureau of Victims' Services, effective January 1, 1996. Act 27 also expanded the eligibility for individuals, other than family members, to obtain compensation for the funeral expenses of homicide victims. For sexual assault victims, health care providers may now submit claims for the costs associated with forensic examinations, when medical insurance is not available.

The federal Anti-terrorism and Effective Death Penalty Act of 1996 (Anti-terrorism Act) mandates that each state must cover its own residents who are injured or killed in terrorist attacks in foreign countries. Pennsylvania Act 57 of 1997 amended Act 139 to include any act against a resident of Pennsylvania which is an act of international terrorism.

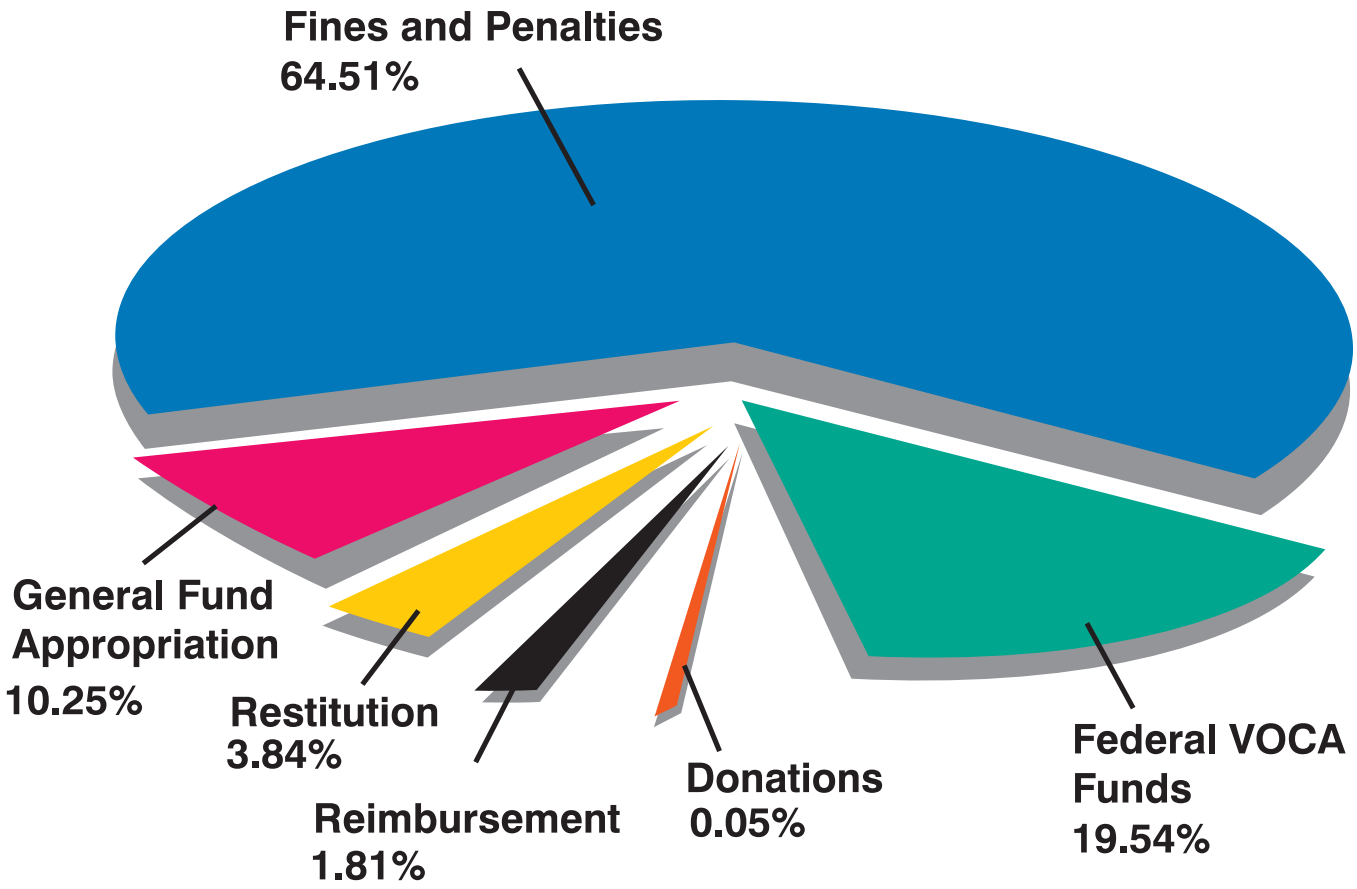
Act 111 of 1998 codified both the Victims' Bill of Rights and Victims Compensation law in addition to limiting the payment of stolen cash benefits.

II. Victims Compensation Funding Sources

"My family and I are grateful for this reimbursement. It is comforting to know that such funds are available when someone is lost due to violence."

Financial Summary of Receipts

For the Fiscal Year Ending June 30, 1999



FINES AND PENALTIES imposed upon a criminal defendant either convicted of a crime or placed in a diversionary program

FEDERAL VOCA (Victims of Crime Act) **FUNDS** from federal fines, penalty assessments and bail forfeitures

GENERAL FUND APPROPRIATION

REIMBURSEMENT includes any money returned to the Fund

RESTITUTION is a court-ordered payment from a defendant for injuries or losses caused by the criminal act

DONATIONS received for the program

Pennsylvania Penalty Assessment Collections by County

Act 139 of 1976 initially required the imposition of court costs on convicted offenders to offset the costs of victims compensation. Act 35 of 1991 further expanded that penalty assessment. Individuals convicted or diverted for Crimes Code, Drug Act and/or certain offenses are mandated to pay a penalty assessment of $15 to the Crime Victims Compensation Fund.

County	94/95	95/96	96/97	97/98	98/99*
Adams	$ 35,637.68	$ 37,121.42	$ 32,313.98	$ 40,321.54	$ 36,994.48
Allegheny	$ 310,263.26	$ 310,234.76	$ 293,690.69	$ 376,501.76	$ 324,026.88
Armstrong	$ 26,795.35	$ 29,505.62	$ 22,678.79	$ 33,750.75	$ 31,364.18
Beaver	$ 52,937.80	$ 56,007.20	$ 53,130.57	$ 66,746.59	$ 58,512.08
Bedford	$ 16,184.73	$ 15,421.71	$ 12,456.52	$ 17,184.86	$ 15,028.74
Berks	$ 88,173.09	$ 85,233.04	$ 84,205.65	$ 100,835.58	$ 91,767.05
Blair	$ 39,417.56	$ 45,690.85	$ 40,786.96	$ 46,830.88	$ 37,198.83
Bradford	$ 16,068.17	$ 15,729.81	$ 14,942.83	$ 19,414.64	$ 20,039.27
Bucks	$ 131,905.88	$ 128,000.87	$ 183,832.85	$ 155,885.55	$ 136,650.98
Butler	$ 67,578.08	$ 76,843.57	$ 77,891.57	$ 100,402.48	$ 82,203.46
Cambria	$ 66,000.65	$ 67,639.17	$ 64,707.51	$ 76,896.73	$ 75,559.80
Cameron	$ 2,544.52	$ 2,545.99	$ 2,933.63	$ 3,837.68	$ 3,575.39
Carbon	$ 22,065.69	$ 20,554.61	$ 21,420.00	$ 25,774.42	$ 24,915.09
Centre	$ 63,797.98	$ 74,367.88	$ 69,754.21	$ 86,390.78	$ 80,766.70
Chester	$ 125,497.91	$ 124,814.64	$ 131,533.93	$ 127,638.42	$ 112,015.53
Clarion	$ 26,511.14	$ 26,027.41	$ 19,750.03	$ 29,563.41	$ 27,334.82
Clearfield	$ 38,575.15	$ 36,417.10	$ 34,065.74	$ 41,254.29	$ 35,853.87
Clinton	$ 13,066.37	$ 12,924.72	$ 14,160.17	$ 18,905.40	$ 16,424.26
Columbia	$ 24,704.54	$ 27,805.46	$ 24,790.41	$ 32,354.28	$ 26,418.96
Crawford	$ 48,272.47	$ 39,736.18	$ 37,580.53	$ 42,538.90	$ 40,175.65
Cumberland	$ 79,342.39	$ 79,768.24	$ 77,406.40	$ 93,036.42	$ 83,495.65
Dauphin	$ 124,364.32	$ 127,469.17	$ 114,247.31	$ 134,830.62	$ 112,787.63
Delaware	$ 108,487.23	$ 112,465.66	$ 105,591.28	$ 132,883.85	$ 114,104.58
Elk	$ 10,778.21	$ 11,991.01	$ 9,461.45	$ 12,735.27	$ 11,790.13
Erie	$ 90,884.11	$ 94,970.26	$ 76,610.54	$ 110,838.30	$ 95,368.44
Fayette	$ 47,337.58	$ 46,792.08	$ 38,313.16	$ 52,619.76	$ 44,662.28
Forest	$ 2,749.63	$ 2,176.41	$ 2,686.75	$ 2,189.48	$ 2,292.24
Franklin	$ 37,634.39	$ 37,412.69	$ 37,896.18	$ 49,321.63	$ 47,707.42
Fulton	$ 7,914.05	$ 6,464.82	$ 5,908.86	$ 6,154.62	$ 5,266.07
Greene	$ 11,770.04	$ 11,227.49	$ 11,456.94	$ 21,069.15	$ 16,893.82
Huntingdon	$ 16,184.49	$ 15,772.62	$ 15,392.03	$ 17,930.63	$ 16,659.92
Indiana	$ 29,603.73	$ 33,318.36	$ 39,271.10	$ 42,570.25	$ 36,721.73

County	94/95	95/96	96/97	97/98	98/99*
Jefferson	$ 18,950.01	$ 19,940.50	$ 16,166.70	$ 21,411.84	$ 19,922.75
Juniata	$ 5,254.36	$ 5,994.06	$ 4,613.93	$ 5,254.28	$ 6,508.81
Lackawanna	$ 62,339.18	$ 64,682.05	$ 60,833.21	$ 68,466.01	$ 60,828.94
Lancaster	$ 139,529.14	$ 146,171.03	$ 142,684.41	$ 169,519.76	$ 142,852.11
Lawrence	$ 18,327.03	$ 17,972.25	$ 19,791.98	$ 27,612.31	$ 29,515.31
Lebanon	$ 47,765.13	$ 41,515.17	$ 43,862.50	$ 46,420.24	$ 31,781.81
Lehigh	$ 89,278.79	$ 86,306.09	$ 92,939.92	$ 102,139.61	$ 97,909.89
Luzerne	$ 88,038.76	$ 89,219.63	$ 66,775.68	$ 108,731.38	$ 105,055.85
Lycoming	$ 47,818.47	$ 49,874.08	$ 45,541.72	$ 56,960.00	$ 53,034.27
McKean	$ 20,933.21	$ 20,348.21	$ 15,954.56	$ 20,993.33	$ 20,479.82
Mercer	$ 47,318.45	$ 47,044.12	$ 46,980.89	$ 56,062.26	$ 49,431.55
Mifflin	$ 17,360.47	$ 16,190.50	$ 15,688.83	$ 23,942.01	$ 22,521.53
Monroe	$ 34,590.26	$ 38,377.24	$ 24,082.61	$ 44,943.66	$ 41,765.95
Montgomery	$ 168,919.13	$ 166,667.63	$ 163,065.90	$ 194,058.88	$ 179,200.15
Montour	$ 4,706.79	$ 3,803.18	$ 5,308.13	$ 6,591.51	$ 5,756.74
Northampton	$ 62,532.58	$ 68,057.10	$ 65,784.41	$ 77,088.98	$ 74,515.93
Northumberland	$ 30,753.02	$ 32,358.30	$ 28,973.34	$ 36,602.50	$ 32,523.78
Perry	$ 18,644.69	$ 21,824.54	$ 21,238.74	$ 24,717.64	$ 22,099.23
Philadelphia	$ 182,467.15	$ 200,453.67	$ 485,471.46	$ 269,726.80	$ 299,934.56
Pike	$ 12,444.23	$ 11,824.75	$ 11,811.27	$ 16,325.01	$ 16,319.47
Potter	$ 6,292.09	$ 6,969.26	$ 8,180.11	$ 8,345.09	$ 7,597.69
Schuylkill	$ 44,646.64	$ 42,331.29	$ 38,888.78	$ 56,925.02	$ 54,400.43
Snyder	$ 14,891.43	$ 15,772.09	$ 15,051.60	$ 14,673.66	$ 13,513.72
Somerset	$ 32,663.70	$ 30,679.06	$ 29,387.25	$ 33,553.97	$ 31,125.32
Sullivan	$ 2,246.41	$ 3,653.81	$ 2,585.39	$ 2,349.63	$ 2,246.78
Susquehanna	$ 8,647.56	$ 9,348.50	$ 8,173.16	$ 11,861.04	$ 10,256.14
Tioga	$ 16,243.12	$ 16,547.05	$ 14,219.93	$ 17,703.95	$ 15,411.32
Union	$ 9,841.81	$ 9,166.40	$ 8,839.37	$ 9,868.99	$ 9,892.50
Venango	$ 30,606.20	$ 32,407.94	$ 26,777.25	$ 36,126.29	$ 32,967.26
Warren	$ 14,617.95	$ 14,982.26	$ 14,926.23	$ 18,263.38	$ 13,395.19
Washington	$ 63,833.77	$ 60,783.99	$ 53,213.56	$ 73,572.86	$ 77,004.42
Wayne	$ 10,670.33	$ 11,345.62	$ 10,135.53	$ 12,055.05	$ 13,229.25
Westmoreland	$ 121,009.34	$ 128,026.15	$ 122,875.32	$ 135,517.88	$ 122,395.06
Wyoming	$ 12,836.03	$ 13,946.39	$ 14,313.90	$ 15,630.88	$ 16,668.99
York	$ 148,102.31	$ 145,646.78	$ 128,834.12	$ 162,044.60	$ 154,113.96
TOTAL	**$3,441,882.36**	**$3,508,634.25**	**$3,641,264.13**	**$4,106,270.52**	**$3,750,831.95**

*Final Revenue figures for the last quarter of Fiscal Year 1998/99 have not been posted in their entirety as of the printing of this report.

III. Claims Processing

"I would like to take this opportunity to thank you for your letter dated September 4th. Many thanks and appreciation for the prompt attention you have shown in expediting this matter."

"Thank you so much for all you and your bureau have done for our daughter and grandchildren's memories. Your help has been a tremendous help in trying to ease some of the unbearable pain."

AWARDS

To qualify for compensation, the crime must occur in **Pennsylvania** or to a Pennsylvania resident who was injured or killed in a terrorist attack in a foreign country, be reported to the proper authorities within **72 hours** (unless good cause is shown) and the victim must **cooperate** with all law enforcement agencies and the courts. The claim form must be filed **within one year** of the date of crime, the death of the victim, or the discovery of a body in a homicide case. This may be extended to two years for good cause. In cases of child abuse, filing may be extended to five years for good cause, provided the victim was under 18 years of age at the time of the occurrence, and the offender is a parent, an individual residing in the household, a paramour of the victim's parent or a person responsible for the victim's welfare. The Crime Victims Compensation Fund is the **payor of last resort**. Any available insurance coverage must be utilized before compensation can be considered.

Minimum Loss Requirements:

Under age 60 - A minimum of **either** $100 total qualifying out-of-pocket expenses or a loss of at least two (2) or more continuous weeks of lost earnings.

Age 60 or older - No minimum out-of-pocket loss.

Total Compensation may not exceed $35,000.

MEDICAL EXPENSES refers to treatment including hospital fees, physician fees, dental fees and other expenses related to the injury (includes physical therapy, ambulance, medications, and medical equipment).

COUNSELING and other reasonable out-of-pocket losses, which are deemed necessary as a direct result of the criminal incident, are eligible for compensation. If a crime results in death, the spouse, children, parents or siblings who, at the time of the crime, lived in the same household are eligible. In other crimes, compensation for counseling covers only the victim.

A victim who is unable to work due to a physical or emotional disability related to a crime may be eligible for **LOSS OF EARNINGS. The maximum award payable for loss of earnings is $15,000**. In homicide cases, an individual responsible for the funeral arrangements may be eligible for up to one week's net lost earnings.

LOSS OF SUPPORT payments may be made for financial dependents of a deceased victim. **The maximum award payable for loss of support is $20,000.**

FUNERAL EXPENSES are considered for any person related to the victim who assumes the obligation or who pays the funeral or burial expenses incurred as a direct result of the crime. If no relative assumes the obligation, the person who makes the payment may be eligible to file. Limitations as follows: Funeral $2,000; Cemetery $500; Marker $500; Funeral Flowers $300; Funeral Meal $300; and Clothing for the deceased $150. **The maximum award payable for funeral expenses is $3,750.** Medical expenses, which were incurred as a result of the crime incident, are considered if the deceased was a minor child, spouse or a dependent of the claimant. (In certain instances, travel expenses may be considered.)

CASH LOSS OF BENEFITS refers to cash stolen or defrauded from victims whose primary source of income includes Social Security, retirement/pension, disability, court-ordered child support or court-ordered spousal support. The amount of cash stolen must be reported to and indicated on the police report. **The maximum award payable for cash loss of benefits is equal to one month's entitlement.**

TRAVEL EXPENSES are reimbursed for victims to travel to medical treatment. Travel expenses to court are not eligible.

HOME CARE and CHILD CARE services are considered if a victim requires home care or child care that is medically certified. If home care/child care services are provided by a family member, that relative can be compensated for their lost wages, if not otherwise reimbursed. If the services are provided by an unemployed family member or another person, a maximum of $6 per hour may be compensated. If professional services are required, they may be considered for payment.

Effective November 27, 1995, if insurance is unavailable, a health care facility may file a claim for reimbursement of **FORENSIC RAPE EXAMS** with the Victims Compensation Division. **Maximum payment for the forensic rape exam is $500 and the maximum payment for prescribed medication is $100.** Payment to the provider will be considered as payment in full.

In special circumstances, **EMERGENCY AWARDS** of up to **$1,000 may be considered for victims who have a direct out-of-pocket loss that has created an undue financial hardship.** (Out-of-pocket means verified lost wages, stolen benefit cash or money for crime-related bills that the victim has already personally paid.)

AUTO RELATED When the crime involves a motor vehicle or watercraft, it must be DUI related or a crime under Title 18 (includes reckless endangerment and use of an auto as a weapon). Hit and Run crimes are not eligible.

ATTORNEY'S FEES may be paid for services to assist a victim with the Crime Victims Compensation process. The Bureau requires an affidavit of services rendered. The Bureau will **award no more than $75 per hour** and in no case will the fee exceed 15% of the amount of the award. The attorney's fee is in addition to the award made to the victim. It is unlawful for an attorney to contract for or receive a sum larger than the amount allowed. The attorney may not collect fees from a claimant.

AWARDS PAID BY TYPE OF BENEFITS

Type of Benefit	Amount Awarded	% of Total
Hospital Fees	$ 1,540,475.80	30.81%
Funeral Expenses	$ 837,641.86	16.75%
Physician Fees	$ 816,618.07	16.33%
Loss of Earnings	$ 712,550.47	14.25%
Cash Loss of Benefits	$ 205,326.98	4.11%
Loss of Support	$ 239,226.80	4.78%
Counseling	$ 132,903.11	2.65%
Dental Fees	$ 209,036.54	4.18%
Ambulance	$ 86,448.32	1.73%
Miscellaneous*	$ 9,981.58	0.20%
Home Care	$ 66,889.94	1.34%
Forensic Rape Exams	$ 55,994.43	1.12%
Medications	$ 24,493.09	0.49%
Medical Equipment	$ 53,615.36	1.08%
Travel Expenses	$ 6,800.72	0.14%
Attorney's Fees	$ 2,180.37	0.04%
Child Care**	$ 0.00	0.00%
TOTAL	**$ 5,000,183.44**	

*Miscellaneous Benefits include home renovations for permanent disability and assisted living - noninstitutional.

**While Child Care expenses may be eligible for compensation, no payments for child care services were awarded in Fiscal Year 1998/1999.

"To your whole entire staff, thank you for your help these past few years. You have helped us tremendously."

SUMMARY OF CLAIMS PROCESS

NEW CLAIMS

When the claim is received in the Victims Compensation Division, it is assigned a claim number and pertinent data is entered into the computer system. The claim is then assigned to a Legal Assistant who will normally handle the claim throughout the entire process. They will review the Claim Form and supporting documents for **ELIGIBILITY** determination. If the claim is accepted for filing, meaning there is sufficient information to determine eligibility, the Legal Assistant will identify which verifications will need to be obtained. If additional information is needed from the claimant, the Legal Assistant will initiate correspondence requesting this information.

If there is insufficient information to determine eligibility, the Claim Form and any attached documents are returned to the sender with a checklist requesting additional information. Legal Assistants follow up with the claimant by telephone, to offer any explanations or assistance the victim/claimant may need concerning their applications. These claims are kept in pended status for six months or until the information is received. If the requested information is not submitted within six months, the claim is closed. However, the victim may file the claim again, provided it is within the filing time frame.

If a claim is determined ineligible at this point, the Legal Assistant will issue a written denial, explaining why the claim is not eligible and inform the claimant of the appeal process.

After eligibility is determined, the clerical staff initiates the **VERIFICATION** process by sending out requests for information to the individuals and agencies identified by the Legal Assistant. These requests may be sent to police departments, courts, medical providers, employers, etc. The claim remains in open verification until the information is received. As responses are received, the clerical staff reviews the correspondence to determine if sufficient information has been provided. Claims in open verification status are routinely checked to monitor responses. Follow-up verifications are sent when there are still outstanding requests. If the Division is having difficulty in obtaining information, a letter to the victim/claimant is sent to advise them of the status. In some cases, a subpoena may be issued to a service provider, the police, or the victim's employer. When information received in the verification process initiates further inquiry or presents conflicting information, a "currently reviewing" letter is sent to the victim/claimant seeking clarification.

When sufficient verification information has been received, the claim is returned to the Legal Assistant who originally accepted the claim. They **REVIEW** all documents in the file and **DETERMINE** the payable losses. The Legal Assistant prepares a written **Report & Recommendation**. If the Legal Assistant decides that contribution or denial may be an issue, the claim and a narrative explanation is forwarded to the Claims Review Officer for review.

When the Report & Recommendation has been typed, the claim is forwarded to the Claims Review Officer for an **AWARD DECISION**. A Claims Review Officer approves or denies the awarding of a claim. They will review the claim file, audit the calculations and determine whether the claim meets standards as set by statute and regulations. If contribution is to be assessed, a Claims Review Officer will determine the percentage to be applied. If a claim is to be denied or assessed contribution, it will also be reviewed by Legal Counsel. A Claims Review Officer also has responsibility for calculating loss of support claims and lost wages for claimants who are self-employed.

When a Claims Review Officer has recommended the payment of a claim, the Report & Recommendation and information on the appeal process is sent to the victim/claimant. At the same time, check requests are sent to the **DEPARTMENT OF TREASURY** in the amount recommended by the Claims Review Officer. The victim/claimant has 30 days from the date of the Report & Recommendation to request a **reconsideration** of the decision.

When the **CHECKS** are received from Treasury and the 30-day appeal time has lapsed with no response from the victim/claimant, the checks are sent to the victim/claimant and/or the providers of service who are owed money by the claimant. When the checks are mailed, the claim goes into closed status.

If a victim/claimant wishes to **APPEAL** a decision, he or she may file a Request for Reconsideration within 30 days of the date of the Report & Recommendation. The claim and the reason for the Request for Reconsideration are reviewed by the Claims Review Officer and if applicable, additional follow-up with either the claimant or other entities may be necessary. A decision is then made to either change the original decision or reaffirm it. If after the Reconsideration the claimant continues to disagree with the decision, he or she has the right to request a hearing.

SUPPLEMENTAL CLAIMS

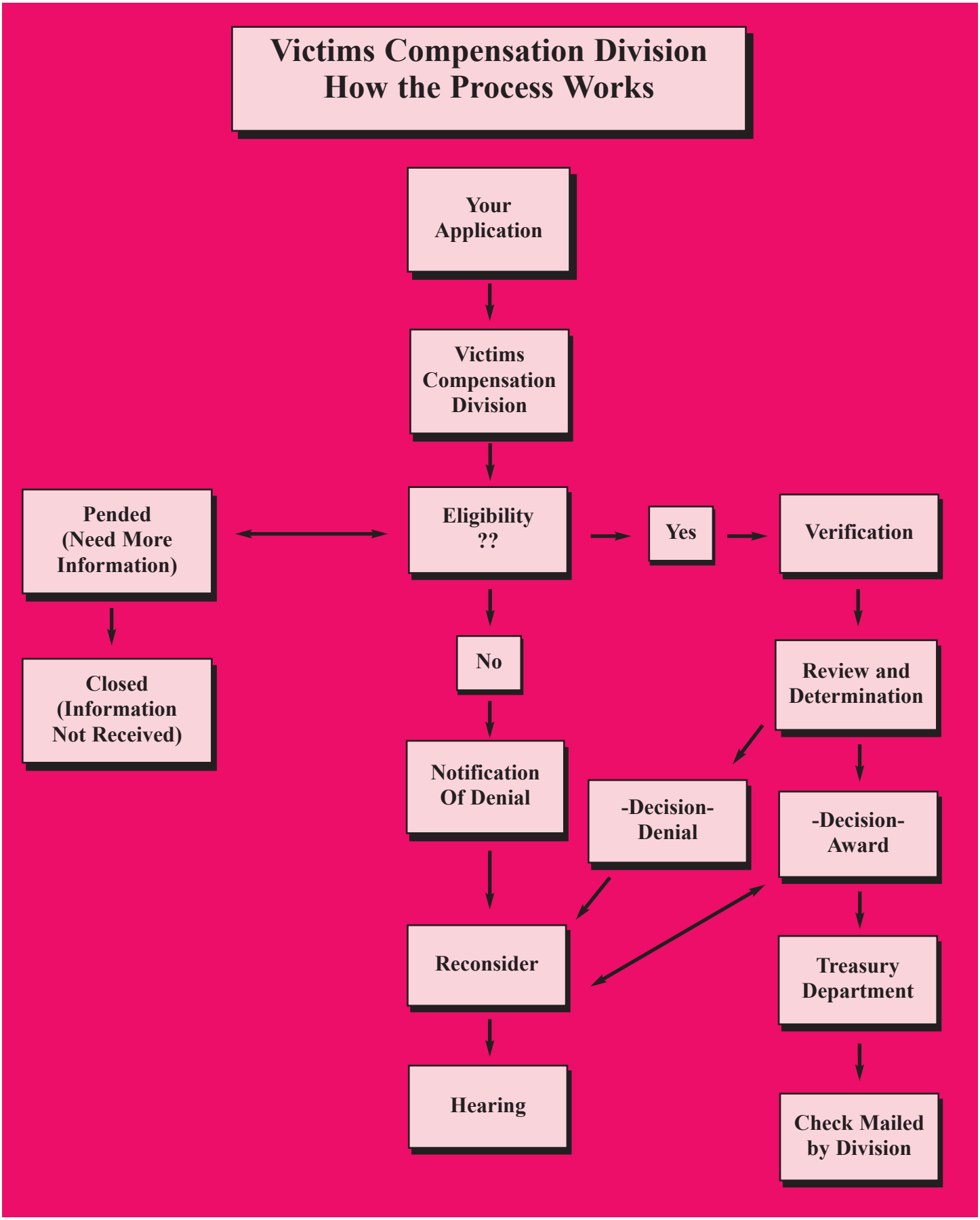
When a claim has had payments made and additional bills are submitted, a supplemental claim is opened using the same claim number. It is assigned to the Legal Assistant who calculated the initial award. The claim follows the same process as a new claim. A supplemental claim may be filed at any time, provided it is related to the initial crime injury and the claim has not reached the maximum allowable payout.

EMERGENCY AWARD CLAIMS

If an Emergency Award is requested, the Legal Assistant will determine eligibility, review the police report and make a recommendation. The recommendation is authorized by the Claims Review Officer and Emergency Award checks are issued internally through the Division.

MINIMUM ORDER

A Minimum Order is an award that is solely for a claimant/victim, does not exceed $200 and contribution is not a factor. Due to the simplicity of the claim, they are given expedited processing, where the checks are issued internally through the Division.

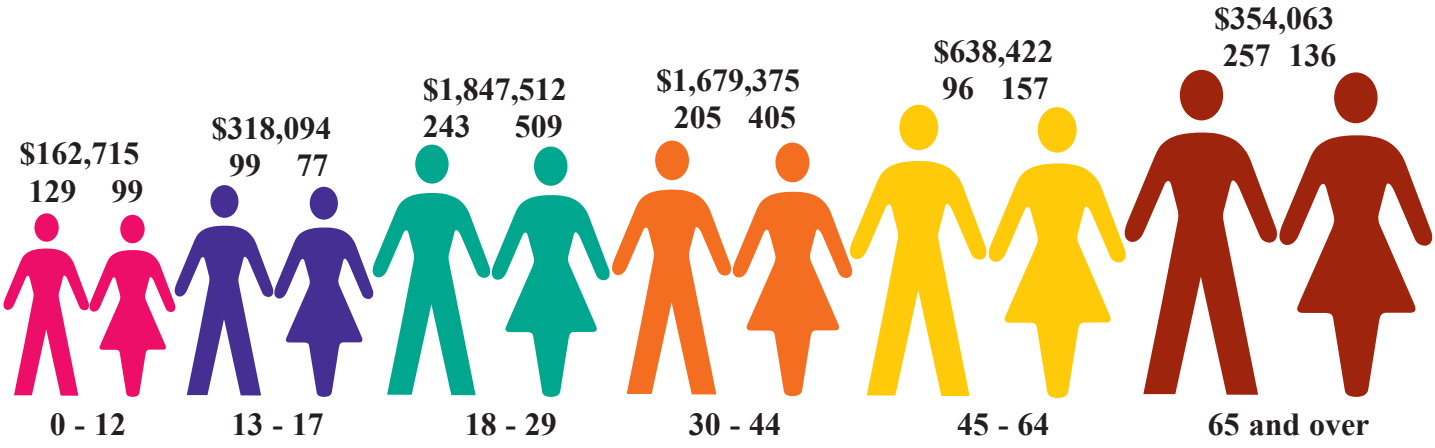

Victims Compensation Division
How the Process Works
Your Application
Victims Compensation Division
Eligibility ??
Pended (Need More Information)
Closed (Information Not Received)
Yes
Verification
Review and Determination
-Decision- Denial
-Decision- Award
Treasury Department
Check Mailed by Division
No
Notification Of Denial
Reconsider
Hearing

State Fiscal Year 1998-99
Claims Processing Summary

Number of Claims Received	2,556
Number of Claims Accepted for Eligibility	2,281
Number of Claims Approved for Payment	1,754
Dollar Amount of Claims Approved for Payment*	$3,967,440
Average Amount Awarded for Claims Approved	$2,262
Number of Claims Denied	496
Number of Claims Withdrawn or Administratively Closed	63
Number of Claims Pending Additional Information from the Claimant	174
Number of Claims in Process at End of State Fiscal Year	
Initial Claims	410
Supplemental Claims	31
Average Total Processing Time for Claims	11.8 weeks
Emergency Awards Paid	
Number of Emergency Awards Paid	95
Amount Paid Through Emergency Awards	$65,543
Average Amount Paid for Emergency Awards	$690
Supplemental Claims Processed	
Number of Supplemental Claims Paid	658
Amount Awarded for Supplemental Claims	$1,032,743

*Dollar Amount for Initial Awards and Emergency/Minimum Order Awards only.

Claims Paid by Gender and Age

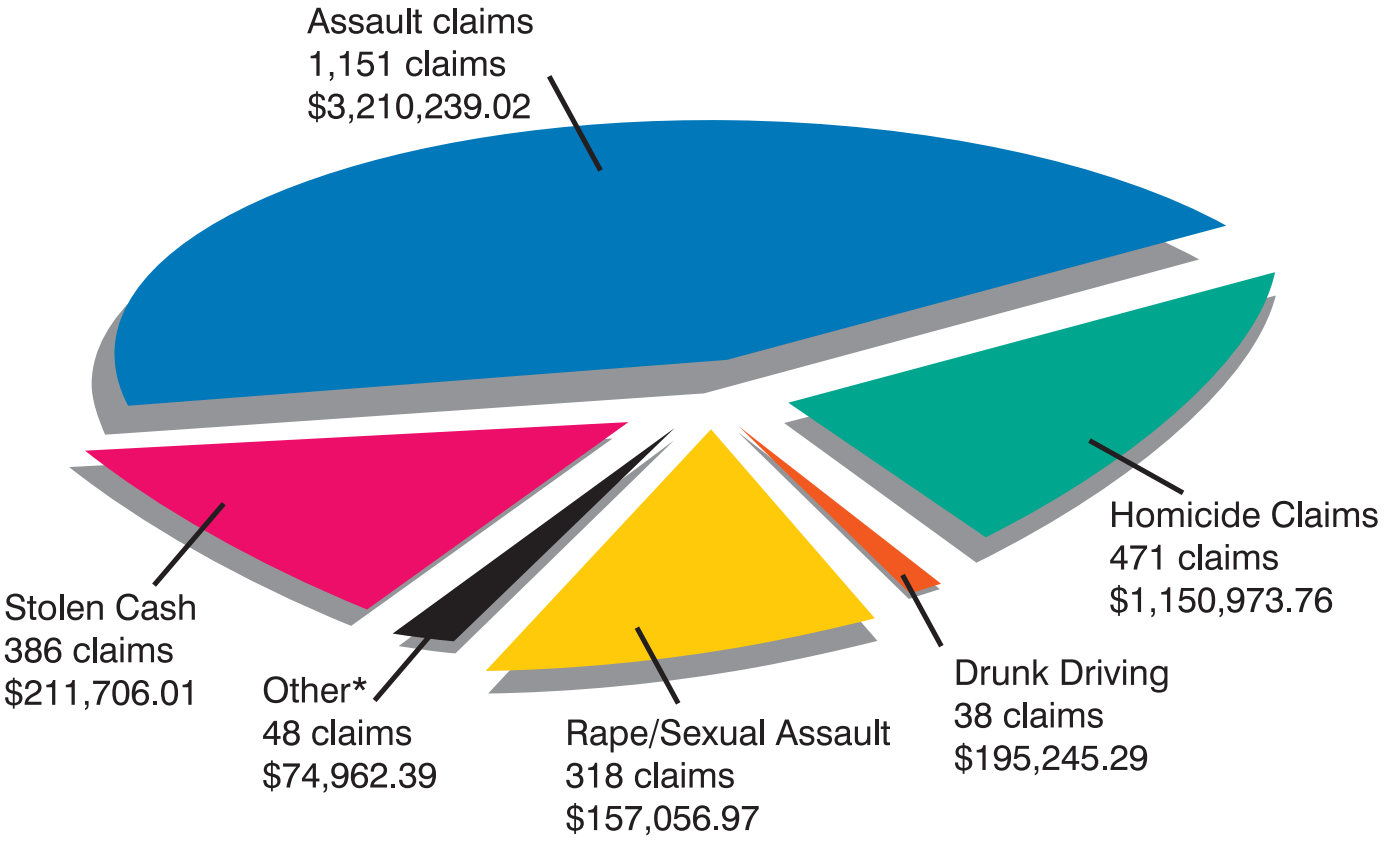


Victims assisted by the Victims Compensation Program differ widely by age. During this reporting period, the youngest victims were children under the age of one, and the oldest victim was a 95-year-old male.

Of the over 2,400 victims for whom compensation was awarded, the largest portion were persons between the ages of 18 and 29 (752 claims or 31.2%). The largest number of claims awarded to men (509 claims or 36.8%) was also from this same age range. However, the largest female population to receive compensation were age 65 or over (257 claims or 24.9%).

Male victims accounted for 57.3% of all the claims awarded and 76.5% of the money awarded, while female victims accounted for 42.7% of all the claims awarded and 23.5% of the money awarded.

Awards by Type of Claim



*Other includes Robbery, Arson/Injury, Intentional Violence with an Automobile/Reckless Endangerment and Counseling that occurred as the result of a crime.

Activity Summary

The tables on the following pages report Crime Victims Compensation data from each county.

DEFINITIONS

Received* New claims (not including supplementals) received during the State Fiscal Year from claimants who reside in that county.

Awarded* Claims determined eligible for payment.

Denied* Claims that were denied.

Paid Total dollar amount paid, including any supplemental claims paid, during the State Fiscal Year 1998-99 to claimants who reside in that county.

*The total number of applications awarded and denied may not equal the number in the Received column since decisions may involve applications received at the end of the previous year or are currently in process.

County	Received		Awarded		Denied		Amount Paid	
	97/98	98/99	97/98	98/99	97/98	98/99	97/98	98/99
Adams	8	36	1	28	2	6	$ 7,300.00	$ 23,752.43
Allegheny	161	173	124	115	45	26	$ 647,958.17	$ 465,560.99
Armstrong	3	2	3	1	3	0	$ 23,654.53	$ 11,609.00
Beaver	28	2	23	28	5	3	$ 48,731.73	$ 111,548.66
Bedford	2	5	3	5	0	0	$ 11,100.95	$ 9,749.95
Berks	51	48	30	30	27	18	$ 77,957.10	$ 91,224.36
Blair	7	1	5	1	3	1	$ 8,493.75	$ 18,560.54
Bradford	13	12	8	3	2	5	$ 11,735.98	$ 3,088.87
Bucks	47	42	31	24	19	11	$ 98,201.82	$ 120,532.24
Butler	14	21	7	13	9	3	$ 17,984.13	$ 66,538.21
Cambria	22	27	15	14	10	7	$ 56,085.14	$ 72,673.82
Cameron	2	0	0	1	1	0	$ 0.00	$ 31,500.00
Carbon	9	5	4	4	2	3	$ 9,604.22	$ 14,038.57
Centre	10	9	3	9	0	0	$ 21,261.99	$ 44,427.52
Chester	41	46	33	34	8	9	$ 126,999.56	$ 115,494.58
Clarion	5	4	4	5	1	1	$ 10,116.66	$ 17,279.22
Clearfield	5	22	4	13	4	4	$ 17,698.47	$ 41,940.88
Clinton	4	7	3	3	1	1	$ 7,867.30	$ 1,083.88
Columbia	9	6	10	0	2	1	$ 7,383.40	$ 272.00
Crawford	2	4	2	2	1	0	$ 11,752.29	$ 2,643.14
Cumberland	38	52	31	26	9	13	$ 74,653.87	$ 76,608.97
Dauphin	104	74	61	53	29	18	$ 92,430.40	$ 110,574.96
Delaware	111	103	95	85	28	13	$ 241,976.27	$ 224,671.59
Elk	6	5	2	2	3	1	$ 1,681.20	$ 11,898.00
Erie	36	44	33	28	10	5	$ 115,909.27	$ 43,936.38
Fayette	18	17	14	5	10	4	$ 57,221.30	$ 24,468.54
Forest	1	0	0	0	0	1	$ 0.00	$ 0.00
Franklin	17	27	11	15	2	9	$ 21,309.58	$ 20,014.16

County	Received		Awarded		Denied		Amount Paid	
	97/98	98/99	97/98	98/99	97/98	98/99	97/98	98/99
Fulton	0	3	0	1	0	1	$ 0.00	$ 1,128.00
Greene	4	2	2	1	0	1	$ 11,681.89	$ 10,000.00
Huntingdon	1	3	1	3	1	0	$ 8,765.82	$ 2,441.21
Indiana	6	8	3	5	2	0	$ 19,894.40	$ 21,268.00
Jefferson	7	0	7	0	2	0	$ 12,163.27	$ 0.00
Juniata	1	1	0	0	0	1	$ 0.00	$ 0.00
Lackawanna	16	18	15	10	13	3	$ 85,849.52	$ 40,226.22
Lancaster	179	137	161	113	21	12	$ 237,039.79	$ 224,991.36
Lawrence	12	25	8	15	4	6	$ 35,691.21	$ 31,241.76
Lebanon	16	19	16	10	11	6	$ 34,368.29	$ 18,847.63
Lehigh	23	43	13	39	5	4	$ 39,120.34	$ 119,547.33
Luzerne	44	37	23	28	15	7	$ 20,463.29	$ 116,590.33
Lycoming	17	23	14	17	2	3	$ 63,294.61	$ 23,779.51
McKean	2	2	0	2	1	0	$ 0.00	$ 7,285.00
Mercer	9	9	5	4	2	3	$ 6,790.85	$ 13,571.64
Mifflin	17	13	14	10	5	1	$ 5,916.14	$ 17,904.43
Monroe	10	15	6	9	4	4	$ 10,554.67	$ 23,664.48
Montgomery	85	69	57	39	26	21	$ 193,315.60	$ 160,441.86
Montour	2	0	2	0	0	0	$ 578.36	$ 0.00
Northampton	16	30	8	11	10	9	$ 32,073.10	$ 23,517.31
Northumberland	10	10	8	9	1	0	$ 3,039.05	$ 32,349.30
Perry	6	3	1	1	3	3	$ 7,020.74	$ 1,682.09
Philadelphia	972	942	781	630	257	185	$ 1,626,178.30	$ 1,668.974.31
Pike	4	0	2	2	1	0	$ 2,885.72	$ 10,240.75
Potter	4	5	4	1	0	2	$ 5,762.85	$ 1,034.74
Schuylkill	23	41	13	22	10	10	$ 54,816.20	$ 51,172.07
Snyder	7	2	4	2	1	1	$ 9,185.89	$ 2,737.88
Somerset	3	5	2	0	0	1	$ 4,487.26	$ 2,662.26
Sullivan	0	2	0	0	0	1	$ 0.00	$ 0.00
Susquehanna	2	3	2	1	0	1	$ 2,938.00	$ 1,795.75
Tioga	4	4	2	2	0	2	$ 3,501.34	$ 5,090.12
Union	9	2	6	3	3	0	$ 7,533.17	$ 6,015.82
Venango	8	11	7	3	1	5	$ 8,373.22	$ 4,233.86
Warren	3	10	4	2	0	0	$ 4,470.49	$ 5,156.42
Washington	20	30	18	14	7	5	$ 41,924.61	$ 41,458.24
Wayne	5	2	3	3	7	0	$ 1,965.70	$ 5,121.29
Westmoreland	33	30	24	21	11	7	$ 82,785.50	$ 120,963.01
Wyoming	2	0	1	0	0	0	$ 3,083.71	$ 350.63
York	57	76	37	32	37	11	$ 55,551.18	$ 44,862.69
Out-of-State†	93	97	59	63	51	17	$ 447,699.38	$ 362,144.68
TOTAL	**2,506**	**2,556**	**1,893**	**1,675**	**750**	**496**	**$ 5,017,832.54**	**$ 5,000,183.44**

†Crime occurred in Pennsylvania though the victim/claimant is not a resident of Pennsylvania.

REASONS FOR DENIALS/CLOSINGS

DENIALS	Number of Claims	
	97/98	98/99
No minimum loss, no compensable loss, ineligible expense	83	75
Failure to cooperate with police or assist with the prosecution of the offender	44	38
Other resources available for services provided	93	55
Stolen cash was not a compensable category or primary source of income	32	13
No crime occurred as per the Act	36	22
No record of having been reported to the proper authorities, late filing with police	5	9
Victim contributed to the crime or committed an illegal act, causally linked to the crime	111	69
Late filing of the claim	23	24
Property loss only	25	3
Other: ineligible claimant, duplicate claim, out-of-state incident, victim was incarcerated, false claim, etc.	18	5
Pended claim denial (insufficient information to determine eligibility)	280	183
SUBTOTAL	**750**	**496**
CLOSINGS (eligible claims, unable to make an award)		
Failure to respond	151	44
Application withdrawn	51	13
Abandoned, cannot locate	11	1
Administratively closed - waiting for investigation to be completed, claim held at request of claimant, no police report	11	5
SUBTOTAL	**224**	**63**
TOTAL	**974**	**559**

Total for all claims closed or denied in Fiscal Year 1998/1999 represents a 43% decrease in the number of claims closed or denied from Fiscal Year 1997/1998.

Streamlining the Process

Over the last year, the Victims Compensation Division has made significant advancements to the claims processing system in its continuing mission to increase the speed, efficiency, and fairness for all. An increase in staff, improvements in technology, and changes in policy and procedures have significantly decreased the overall average processing time of all claims from date of submission to delivery of award checks, as well as virtually eliminating the once existent backlog of claims awaiting processing. Never content to rest on success, the Division is looking for more ways to grow and improve, intent on maintaining a low turn-around time while hoping to double the amount of claims submitted in the future.

As of June 1999, the average processing time for a claim was 11.77 weeks. The processing time at the end of Fiscal Year 1997/1998 was 17.74 weeks, a reduction of almost six weeks, with a corresponding increase in the number of claims filed from 2,506 in Fiscal Year 1997/98 to 2,556 in Fiscal Year 1998/99. Processing time has been reduced by 33.65% while claim filing for the first half of the year (January to June 1999) has increased by 22.31% over the same six-month period in 1998.

Through such innovations as Minimum Orders, fax capability of verification letters, the use of Quicken software to automate the internal Emergency Award and Minimum Order check-issuing, the Legal Assistants' review and approval of the majority of claims, the claimant decision-waiver cards, and Accelerated Protracted Payments, the claims system is less time-consuming and more efficient, and requires fewer processing steps. The backlog of claims waiting processing remains at only 3% of all open claims in the system.

Future developments are planned to address electronic filing of requests for award checks from the Department of the Treasury and for electronic filing of the claim form. As computer technology progresses, the Victims Compensation Division will make all attempts to stay current and on the cutting edge, always with the aim to make the system more effective and responsive to the needs of all Pennsylvania's crime victims.

Efforts to Facilitate the Processing of Claims:

Past	Present
Claims Review Officers reviewed all completed awards for accuracy and completeness. Once reviewed, the Claims Review Officers signed off on the Report and Recommendation.	For claims involving bodily injury with no insurance, stolen cash claims, forensic rape exams, minimum orders, and death claims, the Legal Assistants review and sign each other's Report & Recommendations on a rotating basis.
The award check was held for 30 days to allow the claimant the opportunity to challenge the award. After the 30 days, the check was mailed to the claimant and/or providers.	The claimant is provided a waiver card with the award letter. By signing and returning the card promptly, the claimant states they do not intend to challenge the award. This allows the Division to mail the checks upon immediate receipt from Treasury.
After a crime has occurred, a victim would file a compensation claim with the Division, often without help from law enforcement, or a victim advocate.	The newly created Direct Victim Services Unit within the Division has taken a proactive role in contacting victims or victim service agencies to ascertain if a victim has filed for compensation. The Legal Assistant will guide the victim throughout the entire claims process.
After a claim had received a reaffirmation of a denial, the victim may file a request for a hearing. The hearing process can be a long and strenuous procedure for the victim.	Before a hearing is granted, the Policy Review Team must reach a unanimous decision to agree to a hearing. If not, the claim is reopened for reconsideration.
Emergency Award checks and Minimum Order checks were manually typed and a bank ledger of withdrawals, account replenishments, and bank reconciliation reports were done by hand. Check processing and error correction were time-consuming and required multiple stages.	"Quicken" software allows all Advancement Account activity to be done on the computer. Check amounts are entered into the program, which automatically deducts them from the account, maintains a running balance, and imprints the checks directly from a laser printer. Replenishment and reconciliation are easily and quickly processed.
Victim Advocates were instructed to call the Division for clarification and explanation of the claims processing procedures.	A Victim Advocates Manual has been developed to answer often-asked questions and provide guidance in completing and filing a compensation claim form. The manual is also available on diskette.
The average time to process a claim as of June 30, 1998 is 17.7 weeks.	The average time to process a claim as of June 30, 1999 is 11.77 weeks.

IV. Legislation

"I received the above check and want to say how nice it was to receive it at this time of year. Last year this time, I was so depressed because of the terrible incident that came my way and this year so happy the Bureau approved the recommendation submitted, therefore being compensated for the losses incurred. Thank you."

"Thank you for your letter of June 16th, in which you enclosed a check to reimburse me for the money lost when my wallet was stolen. To be truthful, I never really expected to be compensated. So it was a really nice surprise when your letter arrived."

Victims Compensation Legislation Passed in Fiscal Year 1998-99

Governor Ridge signed into law Senate Bill 1192 (Act 111 of 1998) on November 24, 1998. One of the amendments made to the existing law was the return of "one month's worth" to the definition of "Loss of Earnings."

The definition of "loss of earnings" as stated in the Act includes the loss of the cash equivalent of *one month's worth* of Social Security, railroad retirement, pension plan, disability, veteran's retirement, court-ordered child support, or court-ordered spousal support payment, if the payment is the primary source of the victim's income and the victim is deprived of the money as a direct result of the crime.

The *primary source of income* for the victim of the crime who is 60 years of age or older is the eligible benefit which represents 50% or more of 1/12 of the victim's gross annual income.

The *primary source of income* for the victim of crime who is under the age of 60 is the eligible benefit, which represents 50% or more of the victim's gross annual income, and the ***money stolen must represent 50% or more of their monthly income.***

The cash loss must be the proceeds from one of the following eligible benefit categories:

1) Social Security; S.S. Supplemental Income
2) Railroad Retirement
3) Pension/Retirement Plan
4) Disability
5) Veteran's Retirement
6) Court-ordered Child/Spousal Support.

Exception: If the claimant's primary source of income is a combination of the eligible benefit categories and a single benefit does not represent 50% or more of his/her gross annual income, the largest single benefit will be considered in calculating the award.

The *claimant* is the individual to whom the benefit belonged or who suffered the loss. If, however, the claimant was the victim of the actual crime but was robbed of another's benefit, the award check will be made payable to the individual whose benefit was stolen or the designated recipient of the entitlement.

Act 155 of 1992, the Victims' Bill of Rights, was incorporated in Act 111 of 1998 and entitled the Crime Victims Act. This act reiterates the mandated responsibilities of law enforcement, the prosecutor's office, probation and correctional agencies, and the Department of Public Welfare in relationship to the notification of crime victims of their rights and their opportunity to provide input in the criminal justice system

V. Compensation Subcommittee

"To all who came to my help which I sadly needed when all my money was taken from me. Thanks again for the money, it's been put to good use. I am lost for words."

The Role of the Victims' Services Advisory Committee and the Compensation Subcommittee

In 1995, Act 27 of the Special Session on Crime strengthened Pennsylvania's support of crime victims by creating the Victims' Services Advisory Committee (VSAC) within the Pennsylvania Commission on Crime and Delinquency (PCCD).

According to Section 477.22 of Act 27 of 1995, *The Victims' Services Advisory Committee shall have the power, and its duty shall be: To serve in an advisory capacity to the commission . . . In the development of that part of the commission's plan relating to victims' services and compensation . . . To advise the commission on the definition, development and correlation of programs and projects and the establishment of priorities for victims' services and compensation.*

Under the leadership of Nancy Wells, Executive Director of the Center for Victims of Violent Crime in Pittsburgh, the VSAC members established an agenda and priorities for the new committee at its first meeting in the Summer of 1996. The VSAC also created four subcommittees to address the issues important to victims and victim service providers.

The Compensation Subcommittee was charged with "the comprehensive examination of the compensation process." And the subcommittee's mission statement reflects this same purpose: *To help victims and their families by easing the financial burden that crime imposes on them and to ensure the mandates of the Crime Victims Compensation Act and its promulgated rules and regulations are met.*

Under the direction of Pamela Grosh, Program Director of Victim/Witness Services in the Lancaster County District Attorney's Office, the subcommittee members have worked on various projects which are relevant to their mission. This included an orientation to the Compensation Program which addressed the Victims Compensation Act, a history of the program and the claims process.

Working in conjunction with the Compensation Subcommittee since March 1997, Division staff has initiated a number of outreach and training projects. A 2' X 3' poster, in both English and Spanish, was developed as a means to raise awareness of the compensation program to be placed in hospitals, police stations, victim assistance agencies, or wherever a crime victim may most likely encounter it. These, along with an informational handout pad were a joint project between the Outreach and Training Section and the Compensation Subcommittee. A remote access pilot project was developed to allow victim service agencies to check on the status of claims submitted on behalf of their victim clients and is currently installed in several agencies in the state.

The Subcommittee members have also assisted in the development of new policies to establish uniform methods of processing compensation claims. Each procedure was reviewed from the perspective of what would most benefit victims with consideration for processing time, the current law and the availability of funds.

An examination of the policies and legislation regarding cash loss of benefits claims has developed into a more comprehensive analysis of the Victims Compensation Act. Legislation was passed in November of 1998 that returned the maximum payable for loss of benefit cash to one-months' entitlement. The Subcommittee has also vigorously addressed other areas of concern within the program and offered invaluable insight and advice into improving the processing of claims both awarded and denied.

The Subcommittee, after months of research and discussion, has compiled a list of legislative changes that will be finalized into a proposal and recommendation to be presented to the Governor and the General Assembly. These changes reflect the areas of the compensation program that the members would like to see expanded, adopted, or removed in the hopes of making the program as inclusive and beneficial to as many crime victims in Pennsylvania as is feasible and financially possible. Some of the proposed changes would not only broaden the eligibility requirements and current award maximums, but would also hope to increase the scope and types of benefits available.

The broad-based representation of victim service and criminal justice professionals who have been appointed to the subcommittee is reflected on the following page. The members are chosen for their experience in their chosen fields and their commitment to the victims they aid.

Whether acting in its advisory capacity to the Victims Compensation Division or taking an active role in special projects, the Compensation Subcommittee seeks to stay true to its mission of helping victims and their families by easing the financial burden that crime imposes on them.

VSAC Compensation Subcommittee

Ms. Pamela Grosh, Chair
Program Director
Victim/Witness Services
Office of the District Attorney
Lancaster County

Mr. James Bubb
Aging Services Specialist
Division of Managed Care
Pennsylvania Department of Aging
Harrisburg

Honorable Robert W. Buehner, Jr.
District Attorney
Montour County
Danville

Officer Kevin Corr
Victim Assistance Officer
2nd Police Division
Philadelphia

Ms. Helen Evins
Victim/Witness Compensation
Service Manager
Center for Victims of Violent Crime
Pittsburgh

Ms. Dawn Henry
Legal Administrative Coordinator
PA Coalition Against Domestic Violence
Harrisburg

Ms. Jacqueline Johnson
Executive Director
Victim Assistance Center
York

Honorable Zachary Lysek
Coroner
Northampton County
Easton

Ms. Alberta McCargo-James
Victim Services Coordinator
Victim and Community Services Unit
Philadelphia Juvenile Court
Philadelphia

Ms. Diane Peters
Executive Director
Senior Victim Services
Media

Mr. Eric B. Schnurer
Citizen Representative, PCCD
West Chester

Ms. Rebecca Shaver
Director of Victim Services
MADD - PA State Organization
Harrisburg

Ms. Deborah Spungen
Special Project Director
Anti-Violence Partnership of Philadelphia

Ms. Donna VandeMortel
Director
Crime Victim Assistance Program
Office of the District Attorney
Cumberland County
Carlisle

October 1, 1999

VI. Outreach and Training

"The training is second to none and the staff of presenters are a pleasure to deal with whether at a seminar or when applying for Crime Victims Compensation for a victim through their office."

OUTREACH AND TRAINING

Achievements - Victims Compensation Division

The Outreach and Training Section achieved its goal of **establishing a partnership with victim service professionals** who provide compensation claims assistance to victims of crime. Through **collaboration**, a comprehensive training plan regarding the Crime Victims Compensation Program and the Victims Bill of Rights was implemented for those professionals whose service capacity includes victims of crime. By utilizing the tools, knowledge, personnel, and available technology, the partnership will **revamp the Compensation services in Pennsylvania.**

Survey

The Outreach and Training Section **implemented a statewide training plan** that was based on the results of a compensation survey. More than **4,000 surveys** were mailed out to victim service professionals, law enforcement officers, funeral directors, probation and parole officers, district justices, and hospital personnel. Of the 700 responses received, more than half **requested training regarding the Compensation Program.**

plan

In an effort to provide the requested training and to ensure that all Pennsylvania crime victims receive information regarding the benefits of the compensation program, three regional training seminars, ***New Direction in Compensation***, were conducted for victim service professionals. **Basic and advanced compensation training, a restitution update, and a demonstration of the Compensation Division's Remote Access Project** were presented to approximately **150 victim advocates**. The Compensation Division staff and the victim advocates **signed a Commitment pledging to:**

> ***"Help ease the financial burden that violent crime imposes on victims and their families by providing information on the availability and minimum requirements of the Crime Victims Compensation Fund and by providing assistance to victims in the completion of a claim."***

The **partnership between** the **victim service professionals** and the **Compensation Division resulted in a comprehensive plan** to conduct a series of 17 multi-county trainings, ***Connecting Victims to Compensation***, which would be held throughout Pennsylvania. A victim service agency from each of the 17 multi-county regions volunteered to host the training in its area. **Training brochures** were developed and forwarded to **district justices, law enforcement officers, funeral directors, hospital personnel, coroners, agency on aging, district attorneys and other professionals whose service capacity include victims of crime.**

Victim services professionals who attended the State Coroners Associations Conference, Regional Funeral Directors Conference, Chiefs of Police Association Conference, Pennsylvania Coalition Against Domestic Violence Annual Conference, Regional MADD Association, and Crime Prevention Officers were provided with information on the Compensation Program benefits and eligibility requirements.

Partnership

Victim Service Programs have been **invited** to provide the **Division staff** with training regarding **specific victim issues**. Trainings on Vicarious Traumatization, Supporting Families of Homicide, Medical Assistance, and Domestic Violence have been presented to the Division staff in an effort to ensure that victims are **treated with dignity, respect, courtesy, and sensitivity as their claim is being processed.**

Resource materials to **support and increase the knowledge** about the Compensation Program have been developed and are **available for distribution** to ensure that all crime victims in Pennsylvania have **access to information regarding the Compensation Program**. Crime Victim Compensation Brochures and Posters both in English and Spanish; Fact and Instructional Sheets for specific types of compensation claims; and pocket size compensation handout pads are available. An instructional manual for victim service providers who assist claimants, a revised claim form and instructional booklet for completing the claim form will soon be available.

Victims Compensation Program materials are available on the **Internet by accessing PCCD's** web site. An overview of the eligibility requirements, the application, and Questions and Answers, with a capability to download the application, is now available at **www.pccd.state.pa.us**. Brochures, supplemental compensation forms, and other compensation-related resources are accessible at the website, along with information on upcoming training seminars and conferences.

Achievements - Bureau of Victims' Services

The **Pathways & Partnerships** newsletter for the Bureau of Victims' Services is published on a quarterly basis. The newsletter provides **information concerning policy changes** within the Victims Compensation Division, as well as on available resources, legislative updates, and a calendar of events that includes training opportunities and scheduled victim service-related meetings. **New initiatives** to enhance the level of victim services are highlighted within the article **"Voice of a Victim,"** the focus of our efforts. Each issue will focus on specific activities within the Bureau of Victims' Services, and the **advisory subcommittees** that offer assistance and support to both the Victims Compensation Division and the Victim Services Division. **Model programs** will be highlighted to showcase **innovative responses and approaches** to the particular concerns of the communities they serve.

Achievements - Training and Technical Assistance Project

The Training and Technical Assistance Project was initiated to meet the needs of the programs responsible for the rights and services mandated by **Act 111 of 1998**. Training topics recommended by the Project's Victim/Witness Training and Technical Assistance Advisory Group are offered at annual quarterly trainings held throughout the state, as well as **orientation** for new victim service providers. **Regional networking meetings** for victim service providers will be coordinated in an effort **to promote leadership**. On-site technical assistance is available upon request for **program development**.

VII. Victims Rights Services

BASIC BILL OF RIGHTS FOR VICTIMS

You have a right…

- To receive basic information on the services available.
- To be notified of significant criminal justice actions and proceedings.
- To be accompanied to all public criminal proceedings.
- To have prior comment on the reduction/dropping of a charge or change in a plea when a personal injury crime or burglary is involved.
- To have prior comment on sentencing decisions to include the submission of a victim impact statement.
- To be restored to the pre-crime economic status through restitution, compensation through the Crime Victims Compensation Program, and the expeditious return of property.
- To be given the opportunity to provide prior comment on and notice of post-sentencing release decisions involving an offender who is sentenced to a state correctional institution when a personal injury crime is involved.
- To receive notice of the release of an offender from a local correctional facility and immediate notice of the escape of such offender in cases involving personal injury crimes.
- To receive immediate notice of the release of an offender on bail from a local correctional facility when the offender either violates a protection from abuse order or commits a personal injury crime against a victim protected by the order.
- To receive notice when an offender is transferred from a state correctional institution to a mental health facility and of the discharge, transfer, or escape of the offender from the mental health facility.
- To have assistance with the Crime Victims Compensation claims process.
- To be present at trials, including murder trials, if the prohibition of your presence is based on whether or not you will provide input during the sentencing phase of the proceeding (Act 28 of 1997).
- To be present at executions providing the victim has registered with and been selected by the Victim Advocate (Act 80 of 1998).

I. INTRODUCTION - Victims Rights in Pennsylvania

On June 30, 1984, the Crime Victims' Compensation Act was amended to establish Pennsylvania's first Victims' Bill of Rights and create a Victim/Witness Services Grant and Technical Assistance Program within the Pennsylvania Commission on Crime and Delinquency (PCCD). Act 96 of 1984 has been amended several times since. Act 35 of 1991 expanded the definition of "crime" to include driving under the influence, increased the penalty assessment for funding the grant and technical assistance program from $5 to $15 and added individuals who are placed in diversionary programs as payers to the Fund. Act 155 of 1992 expanded the Victims' Bill of Rights and charged several entities with specific responsibilities. The rights of victims in Pennsylvania were expanded by SSAct 2 of 1995 and more recently, Act 111 of 1998 consolidated the majority of existing victim-related statutes under a single act entitled the Crime Victims Act.

In administering the grant and technical assistance program, the PCCD is directed to work with district attorneys and other criminal justice agencies to develop programs that provide victims and witnesses with the rights and services enumerated in the legislation. Section 479.5(d) of the Act requires the PCCD to report annually to the General Assembly on the following: 1) the number of participating agencies and population served; 2) the extent of services provided; 3) impediments to the progress of the program; and 4) recommendations for reform. This report covers activities that have occurred since the last report was issued as well as future plans.

II. SCOPE OF THE PROGRAM

As of June 1999, 64 of the 67 counties participate in the Victim/Witness Services Grant and Technical Assistance Program. These counties hold 99% of the state population. Participation in the program has been made available to any county that agrees to do the following: 1) form a local policy board comprised of representatives of the criminal justice and victim services systems; 2) observe the non-supplantation requirements with respect to the use of grant funds; and 3) conduct a county-wide needs assessment to identify the greatest gaps in services. Counties that have met these requirements have been provided with a fixed allocation of dollars on an annual basis to address the service needs of their victims and witnesses of crime.

County allocations for 1999 totaled more than $3.8 million, with individual county allocations ranging from $11,025 in the smallest participating counties to over $415,000 in Philadelphia. In 1998, based on the maturity and stability of the program's objectives and activities, the Victim/Witness Assistance Program was converted from a single year to a three-year grant process, with the budgets reflecting the anticipated expenditures through the third year of the contract.

Through these allocations, victim service agencies throughout the state have been striving to address the needs of their victims and witnesses. Annual progress reports from 1998 show that over 94,200 victims and 47,500 witnesses have received services in such areas as intake, early outreach, orientation to the criminal justice system, notification, prior comment, restitution, Crime Victims Compensation assistance, advocacy, accompaniment, transportation, child care, crisis intervention, counseling, property return, and referrals.

Funds are also used under this program for a statewide training and technical assistance project which provides training to victim advocates and criminal justice officials through a series of trainings, an annual conference, orientation trainings for newly hired staff, and technical assistance to individual programs.

TYPES OF SERVICES PROVIDED

There are two standards that govern the provision of services under the statutory responsibilities of the prosecutor's office under the Victims' Bill of Rights and PCCD's Standards and Procedures for Victim/Witness Assistance Programs.

Currently Regulated Victims' Rights

Act 155 of 1992 amended the legislation that created the first Bill of Rights for Crime Victims in two important ways, i.e., the Bill of Rights itself was significantly expanded, and several entities were charged with specific responsibilities.

The Victims' Bill of Rights created by Act 155 was amended on March 9, 1995. Governor Ridge signed Special Session legislation that expanded the prosecutors' responsibilities and created responsibilities for local correctional facilities under the Victims' Bill of Rights. Specifically, SSAct 2 of 1995 expanded the definition of personal injury crimes to include violations of protective orders issued as a result of domestic violence; expanded the rights of victims of personal injury crimes to receive notice of the release or escape of offenders who are sentenced to local correctional facilities; extended the responsibilities of the prosecutor's office to inform appropriate victims of the opportunity to receive local release notice; required the Department of Corrections to develop a standardized form for notification purposes; and required the local correctional facility to notify personal injury crime victims upon request of the inmate's release, escape, or transfer to a mental health facility. The effective date of this law was June 7, 1995. These rights were then codified in Act 111 of 1998.

The Victims' Bill of Rights, as amended, addresses the needs of victims in 11 areas:

- access to basic information on available services;
- notification of significant actions and proceedings;
- accompaniment to criminal proceedings;
- submission of prior comment on the reduction/dropping of charges or changes in pleas;
- submission of victim impact statements to the sentencing authority;
- receipt of restitution, compensation, and expeditious return of property;
- input into and notice of release of offenders from state correctional institutions;
- notice of the release of an offender from a local correctional facility;
- notice of the release of an offender on bail from a local correctional facility when the offender either violates a protection from abuse order or commits a personal injury crime against a victim protected by the order;

- notice of the transfer of inmates from state correctional institutions to a mental health facility; and
- assistance with the Crime Victims Compensation claims process.

The full text of the Pennsylvania Victims' Bill of Rights under Act 111 is presented at the beginning of this section.

Under Act 111, prosecutors' offices, among others, are responsible for providing a variety of services to victims. The type of crime, the interest of the victim, and the prosecutor's knowledge determine these services. In order to encourage the incorporation of these provisions into the procedural operations of the prosecutors' offices statewide, the PCCD has required all prosecutors' offices that participate in PCCD's Victim/Witness Services Grant and Technical Assistance Program to submit formal policies and procedures that indicate the mechanisms and individual responsibilities for implementing the law. As part of the grant application process, these policies and procedures are updated as appropriate each year.

PCCD's Standards and Procedures for Victim/Witness Assistance Programs

Prior to the passage of Act 111, the PCCD had developed formal standards and procedures on service delivery as a uniform guide for local programs. These standards and procedures were developed by a task force of selected individuals drawn from victim/witness programs in the Commonwealth. The standards and procedures offered minimum and model standards for performing services for victims and witnesses in 24 distinct service areas. Each standard was accompanied by a set of recommended procedures for implementing the standard. The distinction between the responsibilities of the prosecutor's office previously outlined and PCCD's *Standards and Procedures* are that the latter both incorporates and extends beyond those responsibilities required by law. Compliance with PCCD's *Standards and Procedures* is also encouraged via the Grant and Technical Assistance Program. A brief description of each of the service areas covered by PCCD's *Standards and Procedures* is provided on Page 97.

In 1998, the Victims' Services Advisory Committee (VSAC) formed a Standards and Procedures Task Force, comprised of victim/witness assistance staff, to review and revise the *Standards and Procedures Manual for Victim/Witness Assistance Programs* (please refer to Section VI, Recent Initiatives). At the time of this writing, a revised version is expected to be released in the Fall of 1999.

III. TRAINING AND TECHNICAL ASSISTANCE

In April 1992, the PCCD entered into a contract with the Pennsylvania District Attorneys Institute to conduct training and technical assistance for local victim/witness assistance staff funded through the state program. The project is designed to assess the immediate and long-term training and technical assistance needs of these individuals and to respond with a combination of statewide/regional training sessions and on-site technical assistance. A full-time project coordinator was hired in June 1992, and in March 1993 the project conducted its first in an annual series of quarterly training sessions.

To help guide the decisions on the types and extent of training to be offered each year, a 12-member Training and Technical Assistance Advisory Group was formed. The Advisory Group is comprised of victim/witness assistance staff from both system and community-based programs throughout the state.

During 1998, the project provided training to over 250 participants on the following topics:

- Public Speaking and Media Relations
- Communication Skills
- Supervisory Skills
- Cultural, Spiritual, and Gender Diversity
- Collaboration Between Victim Service and Mental Health Providers

In March of 1999, the project conducted a training entitled "Economic Restoration for Victims of Crime." The goal of this training was to improve the ability of victim/witness assistance staff to aid in restoring victims of crime as closely as possible to their pre-crime economic status. The training included the issues of legislation, restitution, the civil justice system, property return, medical assistance, and Crime Victims Compensation. In June of 1999, training was presented to victim service personnel for the purpose of increasing their awareness of the effect that trauma has on children. At this writing, the Project is planning trainings in September and the first annual conference, *Pathways for Victim Services*, in November of 1999. In addition to the quarterly training series, the Project sponsors orientation training for newly hired victim/witness coordinators and provides on-site technical assistance upon request.

In 1999, the program was expanded through the hiring of additional consultants to increase the level of training and technical assistance available to the field of victim services, to provide for the production of criminal justice and juvenile justice training manuals, to conduct an annual statewide conference, and to facilitate networking among victim/witness assistance staff throughout the Commonwealth. The program was also moved organizationally from the Victim Services Division to the Outreach and Training Section in the interest of consolidating the Bureau of Victims' Services training responsibilities.

VIII. Victims Related Legislative Updates

LEGISLATIVE UPDATES

The following are relevant legislation that has passed since the last annual report was issued.

Act 13 of 1997

Also called the Older Adults Protective Services Act, it requires institutional caregivers to report suspected cases of elder abuse. Act 13 was signed on June 9, 1997.

Act 14 of 1997

Also a part of the Older Adult Protective Services Act, it mandates a criminal background check for nurses' aides applying for state certification. It also establishes a state program to educate nurses' aides on the subject of elder abuse. Act 14 was signed on June 9, 1997.

Act 28 of 1997

Provides crime victims the right to be present at trials, including murder trials, if the prohibition of their presence is based on whether or not the victim will provide input during the sentencing phase of the proceeding. Act 28 was signed on June 25, 1997.

Act 44 of 1997

Amends the harassment and stalking statute to read, ". . . Acts indicating a course of conduct which occur in more than one jurisdiction may be used by another jurisdiction in which an act occurred as evidence of a continuing pattern or course of conduct." This Act also includes the "fetal homicide bill," which provides for penalties for the murder of an unborn child.

Act 58 of 1997

States that the information on the granting of a Protection From Abuse order is to be available to the State Police for the purpose of conducting a criminal history record check. It also states that the court may require a defendant to relinquish to the sheriff any firearm licenses possessed. Act 58 was signed on December 16, 1997.

Act 65 of 1997

Creates an additional penalty for drug-induced rape. Act 65 was signed on December 19, 1997.

Act 121 of 1997

Provides for the court to establish a specified amount and method of restitution payments; provides that the court shall consider the victim's request for restitution as presented by the district attorney; and allows the court to alter at any time the restitution order of sentence as presented by the district attorney or requested by the victim, or presented by the probation department, as long as the court states its reasons on record. The act also places the responsibility on the district attorney for requesting restitution information from the victim and presenting that information to the court.

Act 66 of 1998

Requires the Pennsylvania Board of Probation and Parole to provide the address and release date on parole to county probation.

Act 80 of 1998

Allows up to four victims or survivors to be present at executions, providing the victim has registered with and been selected by the Victim Advocate.

Act 84 of 1998

Designates a point of contact at the local level for maintaining information on restitution, fines costs and other penalties. The act also allows for wage attachments and authorizes the Department of Corrections to tap inmate accounts. Also requires that 50% of dollars collected must be used for restitution to victims.

Act 111 of 1998

Consolidates the majority of the existing victim rights, compensation, and victim advocate statutes under a single act entitled the Crime Victims Act.

Act 115 of 1999

Also known as the Domestic Violence Health Care Response Act, this legislation supports further development of domestic violence medical advocacy within the Commonwealth.

IX. Outstanding Concerns Recent Initiatives

Victim Services Division

OUTSTANDING CONCERNS

In July of 1996, the Victims' Services Advisory Committee (VSAC) met to discuss its vision for the future of victim services in Pennsylvania. As they pertain to the State Victim/Witness Assistance Program, two of the reforms discussed were: 1) the need for a Victims' Bill of Rights for victims of juvenile offenders; and 2) the move to the certification of advocates working in the field of victim assistance and the accreditation of victim assistance programs.

Victims' Bill of Rights for Victims of Juvenile Offenders

The current Bill of Rights limits its considerations to victims of offenders who are processed through the criminal justice system, thereby ignoring victims of offenders who are processed through the juvenile justice system. This restriction discriminates against many victims whose victimization is differentiated only by the age of the offender. It is the VSAC's position that victims of offenders who are processed through the juvenile justice system should be given the same rights to knowledge of and participation in the process as those extended to victims of offenders processed through adult courts.

To that end, the VSAC created the Juvenile Justice Subcommittee during its organizational retreat in August of 1996 to "develop a statutorily funded Victims' Bill of Rights for victims of juvenile offenders that parallels the rights and services currently extended to victims of adult offenders." In July of 1998, a report was presented by the VSAC, in coordination with PCCD's Juvenile Justice Advisory Committee, to the Governor entitled Proposed Expansion of Pennsylvania's Victims' Bill of Rights to Include Victims of Juvenile Offenders. Recommendations in the report included the development of legislation, creation of stable funding sources to ensure the delivery of these rights, supplementation of the Crime Victims Compensation Fund, amendment of the Juvenile Act to ensure consistency, and amendment of Act 111 of 1998 to mirror the rights proposed for victims of juvenile offenders. The estimated cost associated with the provision of the Bill of Rights for victims of juvenile offenders is $3.8 million.

Certification of Advocates/Accreditation of Programs

As the field of victim assistance continues to mature, the multi-faceted field of victim services in Pennsylvania has expressed a need to establish commonly accepted standards of training and service provision that can be used to ensure a uniform threshold of services for victims. The certification of advocates and accreditation of programs are seen as mechanisms to accomplish these ends. Commonly accepted standards for minimum training and program services afford an opportunity for deserving advocates and programs to acquire appropriate distinctions that should lend even greater credibility and legitimacy to their efforts.

Full Participation

As stated above, 64 of the Commonwealth's 67 counties participate in the Victim/Witness Services Grant and Technical Assistance Program. Those counties which do not participate have not responded to the PCCD's offers of participation in the past. In order to ensure that the rights of all victims throughout the Commonwealth are accorded the same level of basic support, all counties should participate in the program. The PCCD Victim Services staff will continue to make a concerted effort to enlist the participation of the non-participating counties through offers of technical assistance to existing staff and/or grant support as appropriate.

Program Assessment

Prior to 1994, program assessment had been limited to the required annual progress reports. In the process for awarding 1995 grants, grant recipients were required to complete a survey of the progress made in implementing the policies and procedures under the responsibilities of the prosecutor's office in the Victims' Bill of Rights. The results of the survey were encouraging in that local project staffs' self-assessment recorded significant progress toward full implementation of the standards for services. As a follow-up to this self-assessment, PCCD's Victim Services staff launched a series of site visits to review the documentation of procedures used to implement the standards. The findings of that effort tended to corroborate the statements in the self-assessment.

Beginning in 1999, a project monitor has launched a statewide series of site visits of all victims' rights programs to determine whether the programs are in compliance with the prosecutor's responsibilities under the Victims' Bill of Rights and PCCD's *Standards and Procedures for Victim/Witness Assistance Programs*. In each county, the monitor also examined the criminal justice system and how the Victim/Witness Assistance Program interfaces with that system. At this writing, the preliminary results of the monitoring project are encouraging, with the vast majority of the programs being in compliance.

RECENT INITIATIVES

In light of the above and more recent concerns, the VSAC has established several standing subcommittees in addition to the Compensation Subcommittee, as well as short-term task forces, to address outstanding needs. The following shows the subcommittees, their goals, and their progress to date:

Accreditation, Certification, and Training (ACT) Subcommittee

The Accreditation, Certification, and Training (ACT) Subcommittee was established to review and make recommendations with respect to professional standards, certification, and accreditation as they apply to the victim services field. The following are the Subcommittee's goals: 1) create professional standards for the victim services field; 2) develop training programs which lead to the certification of victim service professionals; 3) develop program standards which lead to the accreditation of victim service programs; and 4) design and implement training programs for criminal justice professionals and professionals in related fields.

During its first year, the ACT Subcommittee worked towards identifying priorities to be addressed. The Subcommittee agreed that the first priority of the group would be to review standards, training curricula, job descriptions and codes of ethics from organizations within the state's victim service community. The members of the Subcommittee have begun to collect these materials and to analyze them for contrasts in values and work standards. The Subcommittee conducted a survey of victim service professionals in Pennsylvania concerning the need for certification of individual practitioners, which resulted in a vast majority of a set of universal standards and a code of ethics for the victim services field. It is anticipated that these universal standards and code of ethics may then be used as the foundation for an evaluation tool to measure the impact that the victim services field has had on the community.

The ACT Subcommittee also worked to identify areas of need with respect to training for victim service personnel. The results of this effort contributed to the following recommendations with respect to training initiatives under the federal Drug Control and Systems Improvement (DCSI) Program. The Subcommittee recommended that the scope of such training initiatives is either statewide or regional, and encouraged training that focused on the following:

- specialized training for criminal justice officials on victim-related issues, including the impact of victimization, the needs of crime victims, and the importance of the coordination and enhancement of services;
- specialized training on crime victim compensation issues;
- specialized training for medical professionals to enhance their interactive skills with crime victims;
- specialized training for domestic violence, sexual assault, and/or other victim advocates on advocacy in the criminal justice system;
- crisis response training which improves the capacity of victim advocates and others to provide critical incident debriefing, based on the National Organization of Victim Assistance (NOVA) model, in the aftermath of community-wide tragedies;
- stress management training for victim advocates, particularly those engaged in crisis intervention; and
- basic training on cultural diversity issues for victim advocates.

At the recommendation of the ACT Subcommittee, a series of eight regional trainings was launched on cultural diversity, through a subgrant with the Pennsylvania Coalition Against Rape. These trainings offer advanced skill-building for victim service agencies on cultural diversity. At the direction of the ACT Subcommittee, the Pennsylvania Commission on Crime and Delinquency applied for and received financial support from the Office for Victims of Crime (OVC), of the Department of Justice, to establish a state victim assistance training academy. The academy will offer a centralized training capacity for victim advocates throughout the state. Funding by OVC offers three years of support, the first as a planning year with implementation of training in 2001. Pennsylvania was one of five states to receive this financial support, bringing the total of state training academies to eight nationwide.

Funding Subcommittee

The Funding Subcommittee was established to examine the funding processes employed by the Bureau of Victims' Services and to recommend to the Committee such improvements as may be needed to ensure the appropriate distribution of victim service dollars.

The Funding Subcommittee targeted the following issues under its charge:

- the local policy board process;
- the allocation of the Fiscal Year 1997 federal Victims of Crime Act (VOCA) funding;
- the allocation of the Victim/Witness Assistance funding; and
- the funding priorities for federal DCSI dollars.

Juvenile Justice Subcommittee

The VSAC Juvenile Justice Subcommittee, comprised of juvenile justice and victim service practitioners, was established to develop rights and services for victims of juvenile offenders. The goal of this Subcommittee is to develop a statutorily funded Victims' Bill of Rights for victims of juvenile offenders that parallels rights and services currently extended to victims of adult offenders.

During its first year, the Subcommittee undertook a thorough review of the Juvenile Act and the Juvenile Court Judges' Commission's Standards for Victim/Witness Services. Additionally, the Subcommittee reviewed legislation passed in the 1995 Special Session on Crime for perceived impact on victims as well as drafted appropriate legislation geared to improve services for victims of juvenile offenders. The Subcommittee has also reviewed national standards and legislation dealing with services for victims of juvenile offenders and pursued the development of a statutory funding base to finance improved services for victims of juvenile offenders. The first presentation of their final report to the Governor, entitled Proposed Expansion of Pennsylvania's Victims' Bill of Rights to Include Victims of Juvenile Offenders, was presented on November 5, 1998 before the Juvenile Court Judges' Commission.

At this writing, legislation has not yet been introduced; however, $3.8 million has been set aside in the state's budget for providing services to victims of juvenile offenders in Fiscal Year 1999/2000.

STOP Violence Against Women Planning Subcommittee

This Subcommittee was established in response to the federal Violence Against Women Act of 1994 to advise the VSAC on statewide policy and individual county funding decisions under the STOP Violence Against Women Program. The goals of this program are to improve the criminal justice system's response to violence against women, as well as enhance services for women who are victims of violent crimes. The initial strategy of the Subcommittee was to convene the key players on the local level in law enforcement, prosecution, victim services, and probation and parole to begin to comprehensively address the systematic issues associated with successfully addressing violence against women. The long-term goal is to engage the entire community in an appreciation of the destructive capacity of violence against women in terms of its impact on the victim and beyond, to include its effect on children, relatives, co-workers, and the community.

Since 1995, when three pilot projects were funded, the STOP Violence Against Women Program has grown considerably. In 1999, 46 counties are participating, with a Pennsylvania allocation of approximately $6 million. This program also includes the provision of technical assistance to all counties throughout the Commonwealth through a technical assistance project of law enforcement, prosecutors, and victim services professionals, as well as the completion of monitoring and on-site visits to all funded counties during 1999.

Regional seminars were held on July 29, 1998, July 31, 1998, and August 3, 1998 in the interest of assisting counties with their STOP Grant projects. These seminars included presentations on the 1999 grant process, a successful model of collaboration, suggestions for evaluation of local program efforts, and highlights from the "promising practices" programs.

Joint Review Committee (JRC)

This Committee is a joint committee comprised of representatives from PCCD's Juvenile Advisory Committee (JAC) and the VSAC. It was established to address funding initiatives surrounding Balanced and Restorative Justice (BARJ) as it relates to victim-related issues within the juvenile justice system.

The JRC has:

- renewed all BARJ funding proposals;
- worked on standardizing the curriculum for impact of crime classes within the juvenile justice system;
- held Victim/Offender Mediation (VOM) trainings for county-wide teams, as well as developed a curriculum for Victim/Offender Conferencing entitled Victim Offender Conferencing in Pennsylvania's Juvenile Justice System;
- implemented on-site monitoring and technical assistance to programs offering victim/offender conferencing; and
- developed a Victim/Community Awareness Curriculum for both residential facilities and probation/non-residential facilities, entitled Victim/Community Awareness: Establishing a Restorative Justice Community.

Victim/Witness Standards Revision Task Force

The Standards Revision Task Force was established in 1999 to revise the current standards in the Standards and Procedures Manual for Victim/Witness Assistance Programs. The Task Force is comprised of members of various victim service agencies throughout the state, which were responsible for victim rights services required of prosecutors' offices in the Commonwealth. The task force has reached agreement upon the use of base, model, and enhanced as the levels of expected service for these agencies.

The core standards for service are envisioned to be those services that are reflected in the Victims' Bill of Rights. New standards will include victims with special needs, victim communication with the offender, services to victims in non-arrest cases, witness security, victim safety and confidentiality, victim complaints, referral to victim service community-based programs, fast tracking, media, victims as witnesses to executions, victim impact in capital cases, rights to attend homicide trials, polygraphing of victims, and HIV testing. These revised standards are expected to be complete in the Fall of 1999.

Comprehensive Center Program Standards Task Force

The Comprehensive Center Program Standards Task Force was established in May of 1998, as a subcommittee of ACT, to address the need for standards for services to other serious crime victims. Other serious victims of crime are victims of homicide, robbery, burglary, aggravated assault, arson, and other crimes. It is comprised of representatives from comprehensive agencies throughout the Commonwealth. PCCD issued a request for proposals in early 1998 from all comprehensive centers for a program to form a coalition of comprehensive service centers to develop a set of standards for services provided to other serious crime victims in Pennsylvania.

The organization selected for this project, the Network of Victim Assistance (NOVA), Bucks County, is responsible for developing a detailed work plan, researching existing standards for services to victims of violence outside Pennsylvania, exploring statewide practices for serving these victims within Pennsylvania, providing monthly written reports to the Subcommittee, and conducting bimonthly meetings with the Task Force to review progress.

The focus of the Task Force is to monitor the work of and to provide direction to the project, to approve the standards that are developed, and to provide recommendations to the VSAC and ACT Subcommittee.

The Task Force and its consultant have:

- identified the components to be addressed through these standards;
- developed and conducted three focus groups held on March 18, 1999 in Bala Cynwyd, March 29, 1999 in York, and March 31, 1999 in Pittsburgh;
- developed a Comprehensive Crime Victim Services Survey which was completed by those agencies providing services to victims of other serious crimes; and
- proposed two levels of standards-the basic level will include the minimum level of services that a comprehensive center can provide, and the model level will include other optional services.

These standards will be completed in the Fall of 1999.

STOP Violence Against Women Training Task Force

The STOP Violence Against Women Training Task Force was established in 1998 to develop a comprehensive strategy for addressing the long-term training needs under the STOP Violence Against Women Program. This subgroup of the STOP Violence Against Women Subcommittee is comprised of representatives from each of the three main components of the program, i.e., law enforcement, prosecution, and victim services.

A subgrant was given to the Pennsylvania Coalition Against Domestic Violence (PCADV), the Pennsylvania Coalition Against Rape (PCAR), and the Pennsylvania District Attorneys Institute as a joint project to conduct a series of trainings through the Commonwealth, utilizing curricula previously developed in 1997. The 1999 STOP Grant Training Program features six regional trainings for law enforcement officers, prosecutors and victim advocates on topics drawn from a statewide training needs assessment.

Rural Domestic Violence Planning Task Force

The Rural Domestic Violence Planning Task Force was established in 1998 under the STOP Violence Against Women Program to assess the status of services for Pennsylvania's rural domestic violence victims. The Task Force consists of representatives from victim services, law enforcement and prosecution.

The initial project began in December of 1998, when PCCD received a $50,000 Rural Domestic Violence Planning Grant under the federal STOP Violence Against Women Program. This grant was to develop an Implementation Plan to aid in providing services to victims of domestic violence in rural counties. This Implementation Plan entitled "Building A Rural Agenda" was completed in March of 1999 and approved by the federal STOP Violence Against Women Office in June. As of this writing, the Task Force's initial step will be to select a qualified consultant who will work closely with the Task Force on the various activities needed to accomplish the goals of the project. These activities will include conducting focus groups of rural domestic violence victims in each of the four smallest classes of counties; developing and distributing a survey instrument for relevant rural agencies; reviewing relevant literature; analyzing and compiling the information on strategies for addressing the identified needs; and distributing the results of the planning process to rural program throughout the state. The Task Force hopes to use the results of the planning process to fortify a request for federal assistance to support the service needs identified.

Crisis Response Network Task Force

The Crisis Response Network Task Force was developed in May of 1999 to explore the creation of a statewide crisis response capability for incidents of mass-victimization in Pennsylvania, utilizing the crisis response model developed by the National Organization of Victim Assistance (NOVA). It is seen as one step toward the goal of ensuring the delivery and availability of services to address the needs of crime victims throughout the Commonwealth.

Crisis Response Teams focus on creative ways to improve the emotional support provided to victims and responders after a traumatic community event involving crime victimization. The response team's primary purpose is to serve any local community experiencing a crime, which produces multiple victims, and which lacks the resources to respond to the needs of the community in the aftermath of the crime.

The mission of this task force is to facilitate crisis intervention services to crime victims and their communities in the aftermath of a traumatic event in Pennsylvania. Interventions include, but are not limited to: assessing the impact of the event on the community; developing intervention plans; and providing individual and group crisis intervention. The Crisis Response Network Task Force is available to provide support to agencies and other community crisis teams upon request.

At this writing, the Task Force, which is comprised of NOVA trained crisis responders, is reviewing goals, strategies, priorities, and potential action steps.

VSAC ACT Subcommittee

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Mr. Louis Wittington
Ms. Tracey L. Woods

TOTAL CRIMINAL OFFENSE COSTS COLLECTIONS

FISCAL YEAR 1998 - 1999

COUNTY	COLLECTIONS	COUNTY	COLLECTIONS
ADAMS	$ 102,894.69	LACKAWANNA	$ 174,329.55
ALLEGHENY	$ 886,838.15	LANCASTER	$ 397,674.93
ARMSTRONG	$ 89,326.98	LAWRENCE	$ 82,654.51
BEAVER	$ 162,417.54	LEBANON	$ 86,436.66
BEDFORD	$ 42,073.08	LEHIGH	$ 272,788.79
BERKS	$ 255,060.07	LUZERNE	$ 302,853.18
BLAIR	$ 106,429.95	LYCOMING	$ 105,510.94
BRADFORD	$ 53,784.27	MCKEAN	$ 59,248.34
BUCKS	$ 372,383.85	MERCER	$ 137,599.94
BUTLER	$ 227,001.72	MIFFLIN	$ 62,201.82
CAMBRIA	$ 215,726.57	MONROE	$ 119,411.87
CAMERON	$ 10,072.96	MONTGOMERY	$ 510,033.79
CARBON	$ 69,336.82	MONTOUR	$ 16,290.77
CENTRE	$ 231,444.98	NORTHAMPTON	$ 207,085.70
CHESTER	$ 315,183.76	NORTHUMBERLAND	$ 91,049.14
CLARION	$ 76,319.70	PERRY	$ 60,241.39
CLEARFIELD	$ 102,820.72	PHILADELPHIA	$ 823,546.33
CLINTON	$ 44,669.93	PIKE	$ 45,416.10
COLUMBIA	$ 73,975.44	POTTER	$ 22,212.78
CRAWFORD	$ 114,548.69	SCHUYLKILL	$ 155,357.03
CUMBERLAND	$ 233,233.27	SNYDER	$ 38,801.29
DAUPHIN	$ 321,517.50	SOMERSET	$ 86,036.25
DELAWARE	$ 318,344.63	SULLIVAN	$ 6,070.46
ELK	$ 32,631.14	SUSQUEHANNA	$ 28,378.03
ERIE	$ 268,473.11	TIOGA	$ 43,573.92
FAYETTE	$ 127,268.13	UNION	$ 28,085.96
FOREST	$ 6,392.50	VENANGO	$ 95,845.61
FRANKLIN	$ 136,297.33	WARREN	$ 38,495.89
FULTON	$ 15,286.55	WASHINGTON	$ 213,295.34
GREENE	$ 47,235.30	WAYNE	$ 37,329.64
HUNTINGDON	$ 44,990.05	WESTMORELAND	$ 339,453.51
INDIANA	$ 104,160.40	WYOMING	$ 45,839.38
JEFFERSON	$ 56,261.50	YORK	$ 431,117.08
JUNIATA	$ 18,271.13	**TOTAL**	**$ 10,491,938.33**

STATE VICTIM/WITNESS ASSISTANCE ALLOCATION BY COUNTY 1999-2001

	1999	2000*	2001	TOTAL
ADAMS	$35,736	$35,736	$35,736	$107,208
ALLEGHENY	$343,009	$343,009	$343,009	$1,029,027
ARMSTRONG	$29,571	$29,571	$29,571	$88,713
BEAVER	$54,329	$54,329	$54,329	$162,987
BEDFORD	$15,962	$15,962	$15,962	$47,886
BERKS	$93,941	$93,941	$93,941	$281,823
BLAIR	$41,390	$41,390	$41,390	$124,170
BRADFORD	$16,166	$16,166	$16,166	$48,498
BUCKS	$130,772	$130,772	$130,772	$392,316
BUTLER	$76,959	$76,959	$76,959	$230,877
CAMBRIA	$65,806	$65,806	$65,806	$197,418
CAMERON	$11,356	$11,356	$11,356	$34,068
CARBON	$21,498	$21,498	$21,498	$64,494
CENTRE	$68,865	$68,865	$68,865	$206,595
CHESTER	$107,018	$107,018	$107,018	$321,054
CLARION	$30,606	$30,606	$30,606	$91,818
CLEARFIELD	$35,321	$35,321	$35,321	$105,963
CLINTON	$15,682	$15,682	$15,682	$47,046
COLUMBIA	$25,464	$25,464	$25,464	$76,392
CRAWFORD	$43,604	$43,604	$43,604	$130,812
CUMBERLAND	$82,087	$82,087	$82,087	$246,261
DAUPHIN	$124,762	$124,762	$124,762	$374,286
DELAWARE	$141,063	$141,063	$141,063	$423,189
ELK	$15,682	$15,682	$15,682	$47,046
ERIE	$89,527	$89,527	$89,527	$268,581
FAYETTE	$46,469	$46,469	$46,469	$139,407
FOREST	$0	$0	$0	$0
FRANKLIN	$38,256	$38,256	$38,256	$114,768
FULTON	$11,025	$11,025	$11,025	$33,075
GREENE	$15,682	$15,682	$15,682	$47,046
HUNTINGDON	$15,758	$15,758	$15,758	$47,274
INDIANA	$38,371	$38,371	$38,371	$115,113
JEFFERSON	$20,289	$20,289	$20,289	$60,867

*An increase was approved for Fiscal Year 2000 by the Commission, raising this allocation by 5% above these figures.

	1999	2000*	2001	TOTAL
JUNIATA	$0	$0	$0	$0
LACKAWANNA	$65,639	$65,639	$65,639	$196,917
LANCASTER	$142,855	$142,855	$142,855	428,565
LAWRENCE	$23,631	$23,631	$23,631	$70,893
LEBANON	$40,544	$40,544	$40,544	$121,632
LEHIGH	$87,671	$87,671	$87,671	$263,013
LUZERNE	$94,103	$94,103	$94,103	$282,309
LYCOMING	$49,509	$49,509	$49,509	$148,527
MCKEAN	$19,272	$19,272	$19,272	$57,816
MERCER	$48,959	$48,959	$48,959	$146,877
MIFFLIN	$20,394	$20,394	$20,394	61,182
MONROE	$38,081	$38,081	$38,081	$114,243
MONTGOMERY	$175,632	$175,632	$175,632	$526,896
MONTOUR	$11,356	$11,356	$11,356	$34,068
NORTHAMPTON	$69,576	$69,576	$69,576	$208,728
NORTHUMBERLAND	$31,248	$31,248	$31,248	$93,744
PERRY	$0	$0	$0	$0
PHILADELPHIA	$415,004	$415,004	$415,004	$1,245,012
PIKE	$11,025	$11,025	$11,025	$33,075
POTTER	$11,356	$11,356	$11,356	$34,068
SCHUYLKILL	$42,875	$42,875	$42,875	$128,625
SNYDER	$16,105	$16,105	$16,105	$48,315
SOMERSET	$27,890	$27,890	$27,890	$83,670
SULLIVAN	$11,356	$11,356	$11,356	$34,068
SUSQUEHANNA	$11,356	$11,356	$11,356	$34,068
TIOGA	$16,394	$16,394	$16,394	$49,182
UNION	$14,925	$14,925	$14,925	$44,775
VENANGO	$33,511	$33,511	$33,511	$100,533
WARREN	$15,705	$15,705	$15,705	$47,115
WASHINGTON	$60,844	$60,844	$60,844	$182,532
WAYNE	$15,682	$15,682	$15,682	$47,046
WESTMORELAND	$118,805	$118,805	$118,805	$356,415
WYOMING	$15,682	$15,682	$15,682	$47,046
YORK	$143,483	$143,483	$143,483	$430,449
TOTALS	$3,802,492	$3,802,492	$3,802,492	$11,407,476

*An increase was approved for Fiscal Year 2000 by the Commission, raising this allocation by 5% above these figures.

DATA SHEET for PCCD VICTIM/WITNESS ASSISTANCE PROJECTS 1999-2001

COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
ADAMS	34,034	107,208	VWC	34,034	35,736	28,351	2,500			4,885	
					35,736	28,983	2,500			4,253	
					35,736	29,612	2,500			3,624	
ALLEGHENY	326,675	1,029,027	CVSA	279,030	292,930	270,304	18,964				3,662
					292,930	270,304	18,964				3,662
					292,930	270,304	18,964				3,662
			DVP	42,495	44,591	22,504	823		21,264		
					44,591	22,561	766		21,264		
					44,591	22,579	748		21,264		
			VWC	5,150	5,488		5,488				
					5,488		5,488				
					5.488		5,488				
ARMSTRONG	28,163	88,713	VWC	28,163	29,571	24,303	2,768			2,500	
					29,571	25,380	2,200			1,991	
					29,571	26,456	1,800			1,315	
BEAVER	51,742	162,987	VWS	51,742	54,329	42,851	8,478			3,000	
					54,329	43,859	7,470			3,000	
					54,329	45,143	6,186			3,000	
BEDFORD	15,202	47,886	CVSA	15,202	15,962	10,144	3,786		675	600	757
					15,962	10,336	3,594		675	600	757
					15,962	10,561	3,369		675	600	757
BERKS	89,468	281,823	VWS	89,468	93,941	72,095	13,196	4,500		4,150	
					93,941	86,241	5,000	1,700		1,000	
					93,941	86,241	6,700	0		1,000	
BLAIR	39,419	124,170	VWS	39,419	41,390	32,201	3,689	1,500		4,000	
					41,390	34,001	3,389	0		4,000	
					41,390	36,028	2,362	0		3,000	

KEY-Project Type

CT SERVE - Court Services
JV CT SERV - Juvenile Court Services
VWS - Victim/Witness Services
CVSA - Comprehensive Victim Service Agency
SAC - Sexual Assault Center
O1 - Other:Juvenile Probation Program
DVP - Domestic Violence Program
VWC - Victim Witness Program in District Attorney's Office
O2 - Other: Adult Probation Program

COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
BRADFORD	15,396	48,498	VWC	15,396	16,166	15,068	20			1,078	
					16,166	15,068	20			1,078	
					16,166	15,068	20			1,078	
BUCKS	124,545	392,316	VWS	38,675	40,608						
					40,608	40,608					
					40,608	40,608					
			CVSA	67,829	71,220	62,558	7,875			787	
					71,220	62,558	7,875			787	
					71,220	62,558	7,875			787	
			DVP	12,291	12,906	12,873	33				
					12,906	12,873	33				
					12,906	12,873	33				
			O1	5,750	6,038	3,744	2,294				
					6,038	3,744	2,294				
					6,038	3,744	2,294				
BUTLER	73,294	230,877	VWS	73,294	76,959	65,510	5,751			5,698	
					76,959	68,386	3,909			4,664	
					76,959	70,346	2,982			3,631	
CAMBRIA	62,672	197,418	CVSA	55,420	58,554	46,738	10,016			1,350	450
					58,554	47,269	9,485			1,350	450
					58,554	49,476	7,278			1,350	450
			DVP	7,252	7,252	6,752				500	
					7,252	6,752				500	
					7,252	6,752				500	
CAMERON	10,815	34,068	VWS	10,815	11,356	7,933	3,233			200	
					11,356	8,791	2,365			200	
					11,356	9,648	1,708			0	
CARBON	20,474	64,494	VWS	20,474	15,000	10,650	2,550			1,800	
					15,000	10,650	2,550			1,800	
					15,000	10,650	2,550			1,800	

KEY-Project Type

CT SERVE - Court Services
JV CT SERV - Juvenile Court Services

VWS - Victim/Witness Services

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O1 - Other:Juvenile Probation Program

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VWC - Victim Witness Program in District Attorney's Office
O2 - Other: Adult Probation Program

COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
CENTRE	65,586	206,595	VWS	65,586	68,865	59,852	2,233	2,580		4,200	
					68,865	63,739	2,346	2,580		200	
					68,865	63,739	989	0		0	
CHESTER	101,922	321,054	CVSA	91,173	96,269	84,232	10,237			1,800	
					96,269	86,467	9,802			0	
					96,269	90,329	5,940			0	
			DVP	10,749	10,749	8,083	2,416			250	
					10,749	8,083	2,416			250	
					10,749	8,083	2,416			250	
CLARION	29,149	91,818	VWC	0	30,606	24,850	2,606	2,300		850	
					30,606	25,663	3,943			1,000	
					30,606	26,373	2,733			1,500	
			CVSA	14,575	0						
			SAC	14,574	0						
CLEARFIELD	33,639	105,963	VWC	33,639	35,321	30,506	4,215			600	
					35,321	31,990	2,831			500	
					35,321	32,983	1,838			500	
CLINTON	14,935	47,046	VWC	14,935	15,682	14,777	305			600	
					15,682	14,777	305			600	
					15,682	14,777	305			600	
COLUMBIA	24,251	76,392	VWS	24,251	25,464	23,329	2,135				
					25,464	23,329	2,135				
					25,464	23,329	2,135				
CRAWFORD	41,528	130,812	VWC	41,528	43,604	43,604					
					43,604	43,604					
					43,604	43,604					
CUMBERLAND	78,178	246,261	VWC	78,178	82,087	60,838	15,249			6,000	
					82,087	62,589	13,408			6,090	
					82,087	62,004	13,901			6,182	

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COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
DAUPHIN	118,821	374,286	VWS	19,950	22,150	22,150					
					22,150	22,150					
					22,150	22,150					
			CVSA	98,871	102,612	97,524	2,268			1,500	960
					102,612	97,524	2,628			1,500	960
					102,612	97,524	2,628			1,500	960
DELAWARE	134,346	423,189	SAC	2,500	2,500	2,484	16				
					2,500	2,484	16				
					2,500	2,484	16				
			CVSA	3,100	3,255		2,755			500	
					3,255		2,755			500	
					3,255		2,755			500	
			VWC	2,500	2,625		2,625				
					2,625		2,625				
					2,625		2,625				
			SAC	24,078	25,282	23,900	1,382				
					25,282	23,900	1,382				
					25,282	23,900	1,382				
			DVP	33,770	35,460	35,460					
					35,460	35,460					
					35,460	35,460					
			CT SERV	21,126	23,417	23,417					
					23,417	23,417					
					23,417	23,417					
			JV CT SERV	22,200	22,280	20,800	1,400				
					22,200	20,800	1,400				
					22,200	20,800	1,400				
			CVSA	25,072	26,324	23,107	3,217				
					26,324	23,107	3,217				
					26,324	23,107	3,217				

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COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
ELK	14,935	47,046	CVSA	14,935	15,682	13,828	854			1,000	
					15,682	14,158	824			700	
					15,682	14,488	800			394	
ERIE	85,264	268,581	CVSA	85,264	89,527	71,258	16,869			1,400	
					89,527	74,852	14,675			0	
					89,527	76,120	13,407			0	
FAYETTE	44,256	139,407	VWS	44,256	46,469	39,349	4,120	2,500		500	
					46,469	39,635	3,958	2,376		500	
					46,469	39,938	3,931	2,100		500	
FOREST	0	0									
FRANKLIN	36,434	114,768	CVSA	36,434	38,256	33,539	4,117			600	
					38,256	33,708	3,948			600	
					38,256	35,462	2,194			600	
FULTON	0	33,075	VWC	0	11,025	8,132	43	2,300		550	
					11,025	9,211	964	350		500	
					11,025	9,482	1,043	0		500	
GREENE	14,935	47,046	VWC	14,935	15,682	14,585		997		100	
					15,682	14,585		847		250	
					15,682	15,460		0		222	
HUNTINGDON	15,008	47,274	VWC	15,008	15,758	13,325	1,933			500	
					15,758	13,837	1,421			500	
					15,758	14,373	885			500	
INDIANA	36,544	115,113	VWC	36,544	38,371	35,594	111	1,333		1,333	
					38,371	35,594	111	1,333		1,333	
					38,371	35,594	111	1,333		1,333	
JEFFERSON	19,323	60,867	VWC	19,323	20,289	17,630	2,059			600	
					20,289	17,630	2,059			600	
					20,289	17,630	2,059			600	
JUNIATA	10,815	0	VWC	0							

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COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
LACKAWANNA	62,513	196,917	VWC	62,513	65,639	63,387		2,252		0	
					65,639	64,987			652		
					65,639	65,639					
LANCASTER	136,052	428,565	VWC	136,052	142,855	133,532	5,572	3,007		744	
					142,855	134,637	5,404	2,070		744	
					142,855	135,540	5,146	1,425		744	
LAWRENCE	22,506	70,893	VWC	22,506	23,631	23,077	470				84
					23,631	23,077	470				84
					23,631	23,077	470				84
LEBANON	38,613	121,632	VWC	38,613	40,544	31,945	4,632			3,967	
					40,544	31,945	4,632			3,967	
					40,544	31,945	4,632			3,967	
LEHIGH	83,496	263,013	VWC	83,496	87,671	86,951				720	
					87,671	86,951				720	
					87,671	86,951				720	
LUZERNE	89,622	282,309	VWC	71,249	94,103	93,500				603	
					94,103	93,500				603	
					94,103	93,500				603	
			CVSA	18,373	0						
LYCOMING	47,151	148,527	VWC	47,151	49,509	30,619	7,890	8,000		3,000	
					49,509	30,619	7,890	8,000		3,000	
					49,509	30,619	7,890	8,000		3,000	
MCKEAN	18,354	57,816	VWS	18,354	19,272	19,272					
					19,272	19,272					
					19,272	19,272					
MERCER	46,628	146,877	VWC	46,628	48,959	45,422	1,737	400		1,400	
					48,959	46,616	1,400	0		943	
					48,959	47,843	700	0		416	

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COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
MIFFLIN	19,423	61,182	VWC	19,423	20,394	17,966	1,738	165		525	
					20,394	17,966	1,738	165		525	
					20,394	17,966	1,738	165		525	
MONROE	36,268	114,243	VWC	36,268	38,081	33,671	3,010			1,400	
					38,081	34,528	2,553			1,000	
					38,081	35,962	1,569			550	
MONTGOMERY	167,269	526,896	VWC	64,447	72,810	68,331		3,000		1,479	
					72,810	72,250		0		560	
					72,810	72,810		0		0	
			CVSA	92,252	92,252	65,427	9,825		16,200	800	
					92,252	65,427	9,825		16,200	800	
					92,252	65,427	9,825		16,200	800	
			DVP	10,570	10,570	8,770	1,800				
					10,570	8,770	1,800				
					10,570	8,700	1,800				
MONTOUR	10,815	34,068	VWS	10,815	11,356	7,928	2,328			1,100	
					11,356	8,163	2,093			1,100	
					11,356	8,409	1,847			1,100	
NORTHAMPTON	66,263	208,728	CVSA	20,000	20,000	18,651	949			400	
					20,000	19,176	424			400	
					20,000	19,533	67			400	
			VWC	46,263	49,576	42,967	5,009			1,600	
					49,576	44,317	3,659			1,600	
					49,576	45,676	2,300			1,600	
NORTHUMBERLAND	29,760	93,744	VWC	29,760	31,248	24,821	6,027			400	
					31,248	26,090	4,558			600	
					31,248	27,137	3,561			550	
PERRY	0	0									

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COUNTY	1998 County Allocation	1999-2001 Co Allocation	Project Type	1998 Request	1999-2001 Co Request	Personnel	Operating Expenses	Equipment	Consultants	Training	Other
PHILADELPHIA	395,242	1,245,012	VWC	296,783	316,545	298,243	10,000			8,302	
					316,545	309,114	7,431				
					316,545	316,545					
			O2	98,459	98,459	98,459					
					98,459	98,459					
					98,459	98,459					
PIKE	10,500	33,075	VWC	10,500	11,025	11,025					
					11,025	11,025					
					11,025	11,025					
POTTER	10,815	34,068	VWC	10,815	11,356	8,875	2,381	100			
					11,356	8,875	2,381	100			
					11,356	8,875	2,381	100			
SCHUYLKILL	40,833	128,625	VWC	29,333	31,375	29,599	499	777		500	
					31,375	30,623	352	0		400	
					31,375	31,375	0	0		0	
			CVSA	11,500	11,500	10,180	1,320				
					11,500	10,180	1,320				
					11,500	10,180	1,320				
SNYDER	15,338	48,315	VWC	15,338	16,105	12,800	2,500			805	
					16,105	12,800	2,500			805	
					16,105	12,800	2,500			805	
SOMERSET	26,562	83,670	CVSA	3,910	3,910	3,610				300	
					3,910	3,710				200	
					3,910	3,610				300	
			DVP	3,910	3,560					350	
					3,910	3,560				350	
					3,910	3,560				350	
			VWC	18,742	20,070	16,070	3,250			750	
					20,070	16,070	3,250			750	
					20,070	16,070	3,250			750	

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SULLIVAN	10,815	34,068	VWC	10,815	11,356	9,779	1,577				
					11,356	9,779	1,577				
					11,356	9,779	1,577				
SUSQUEHANNA	10,815	34,068	VWC	10,815	11,356	9,472	684	600		600	
					11,356	9,472	684	600		600	
					11,356	9,472	600			600	
TIOGA	15,613	49,182	VWS	15,613	16,394	12,662	1,432	1,000		1,300	
					16,394	13,067	1,027	1,000		1,300	
					16,394	13,472	1,172	450		1,300	
UNION	14,214	44,775	VWC	14,214	14,925	12,480	1,322			850	273
					14,925	12,480	1,322			850	273
					14,925	12,480	1,322			850	273
VENAGO	31,915	100,533	VWC	31,915	33,511	31,245	1,666			600	
					33,511	31,245	1,666			600	
					33,511	31,245	1,666			600	
WARREN	14,957	47,115	VWC	14,957	15,705	13,814	1,147			744	
					15,705	13,858	1,103			744	
					15,705	13,906	1,091			708	
WASHINGTON	57,947	182,532	VWC	57,947	60,844	56,331	2,813			1,700	
					60,844	56,331	2,813			1,700	
					60,844	56,331	2,813			1,700	
WAYNE	14,935	47,046	VWC	14,935	15,682	12,132	1,755			1,795	
					15,682	12,490	1,412			1,780	
					15,682	12,875	1,191			1,616	
WESTMORELAND	113,148	356,415	VWC	113,148	118,805	104,330	11,475			3,000	
					118,805	105,407	10,398			3,000	
					118,805	112,430	5,275			1,100	

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WYOMING	14,935	47,046	CVSA	14,935	15,682	15,172	510				
					15,682	15,046	636				
					15,682	15,187	495				
YORK	136,650	430,449	VWC	119,032	125,865	98,245	20,020			7,600	
					125,865	104,067	12,598			9,200	
					125,865	109,580				5,650	
			DVP	2,274	2,274	2,274					
					2,274	2,274					
					2,274	2,274					
			DVP	6,011	6,011	6,011					
					6,011	6,011					
					6,011	6,011					
			CVSA	9,333	9,333	9,183	150				
					9,333	9,183	150				
					9,333	9,183	150				
TOTAL	3,621,735	11,407,482		3,610,920	11,387,988	10,165,451	767,183	72,605	115,069	249,122	18,558
					89%	6%	1%	1%	2%	1%	

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VICTIM/WITNESS ASSISTANCE ANNUAL PROGRESS REPORTS
1998 Summary

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Adams	295 adults 310 juveniles	55 juveniles	Megan's Law; Crisis Response; PCCD Trainings	17.5 hours to D.A., P.P., C&Y, D.V., S.A.
Armstrong	451	138	Public Speaking; Mental Health	None reported
Beaver	3,216	1,947	None reported	24 hours to L.E., MADD
Bedford	936	263	R/Client; Communication Skills; Violence Against Women; PCADV Trainings; Clergy; Orientation Training; Grammar; Child Abuse	75.5 hours to L.E., D.A., P.P., D.J., C&Y, D.V., S.A., Med., D & A, Clergy, Schools
Blair	1,524	1,801	Traumatic Grief; Technology; Crime Prevention; Public Speaking; Cultural Diversity; Mental Health; NOVA Trg.	66 hours to L.E., D.A., P.P., J, C&Y, MADD, D.V., S.A., Med., Sheriff, Prothonotary, Prison
Bradford	540	300	Child Sexual Abuse; Sentencing Guidelines; OJJDP; PCCD Trainings; Orientation	2 hours to D.A. and MADD
Bucks (Victim/Witness)	5,570	105	Orientation	14 hours to D.A. and P.P.
Bucks (A Woman's Place)	821	93	Problem Solving; Sexual Violence	1.5 hours to Med.
Butler	1,620	336	PCCD Trainings; National Conference on Domestic Violence	2 hours to S.A.

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Cambria (Victim/Witness)	4,216	1,721	Violence Against Women; PCCD Trainings; Hate Crime; PCAR Trainings; Child Abuse; Grief	39 hours to L.E., D.A., P.P., D.J., S.A., Prison, Nurses, Emergency Medical Personnel
Cambria (Women's Help Center)	468	111	None reported	None reported
Cameron	48	63	None reported	14 hours to L.E., D.A., P.P., D.J., C&Y, D.V., S.A.
Carbon	238	2	Computer Training; BARJ Training	24 hours to P.P. and Others
Chester (Crime Victims Council)	1,688	338	R/Client; Violence Against Women; PCCD Trainings; Victim/Offender Mediation; Cultural Diversity	21 hours to L.E., D.A., C&Y, MADD, D.V.
Chester (Domestic Violence Center)	130	7	911 Training; Violence Against Women; Hate Crime	12 hours to D.V. and Others
Clarion (SAFE)	227	7	PCADV Training; D&A; Violence Against Women; Medical; Rural Victims; Sexual Assault Nurse Examiner Training	14 hours to L.E., Med., Medical Assistance Personnel
Clarion (PASSAGES)	74	65	Computer Training	None reported
Clinton	336	115	Domestic Violence; Sensitivity Training; Children & Youth; Child Sexual Assault	4 hours to L.E., C&Y, D.V., S.A.
Crawford	700	100	PCCD Trainings	2 hours to D.V., S.A.
Cumberland	889	425	Public Speaking; Crime Victims Compensation; Violence Against Women; NOVA; Disabilities	14 hours to D.A., D.V., S.A., PCAR, Shippensburg University, VSAC retreat

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Dauphin	577	334	NOVA; Crisis Response; Domestic Violence	47 hours to L.E., D.A., and Others
Delaware (Juvenile Court)	737	1,439	None reported	None reported
Delaware (Financial Services)	627	N/A	None reported	None reported
Delaware (Parents of Murdered Children)	75	0	Parents of Murdered Children Conference; Grieving	75 hours to conference participants, trainings
Delaware (Family Support Line)	52	65	Orientation Training	None reported
Delaware (Domestic Abuse Project)	3,655	301	Sexual Abuse; Sexual Assault; Violence Against Women; Mental Health; Domestic Violence	29.5 hours to L.E., D.A., J, C&Y, D.V., Colleges, Bar Assoc.
Erie	1,289	1,137	Chemical Castration; Domestic Violence; Sexual Assault; Traumatic Grief; Cultural Competency; HIV; Violence Against Women; Child Abuse; BARJ; Prosecutor's Mgmt. System; Mental Health; Disabilities; Victim/Offender Mediation	29 hours to Schools, D.A., J, S.A., Med., Neighborhood Watch, State Prison
Fayette	175	50	None reported	7.5 hours to D.A., MADD
Franklin	213	27	Public Speaking; Orientation; Cultural Diversity; PCCD Trainings; PCAR Trainings	2 hours to L.E.

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Greene	649	352	BARJ; Violence Against Women; Sexual Assault Forensic Examiner Training	None reported
Huntingdon	55	60	Violence Against Women; PCADV Training	6 hours to L.E.
Indiana	580	350	PCCD Trainings; Technology	Training to L.E., D.A., P.P., C&Y, D.J., D.V., S.A.
Jefferson	240	153	PCCD Trainings; Cultural Diversity; Stalking; Domestic Violence; Protection From Abuse Orders	24 hours to L.E., P.P., D.J., D.V.
Lancaster	3,480	1,128	Diversity; Violence Against Women; Crime Victims Compensation; Mental Health; Driving Under the Influence; Volunteer Trainings	5 hours to S.A. and Neighbors Who Care
Lawrence	375	375	Domestic Violence; Sexual Assault; Child Abuse	16 hours to L.E., D.A., D.J., C&Y, MADD, D.V., S.A., Med.
Lebanon	916	104	PCCD Trainings	63 hours to Victim/ Witness staff
McKean	560	42	Driving Under the Influence; Communities That Care	None reported
Mercer	575	2,450	Domestic Relations; Public Speaking; BARJ; Mental Health	6 hours to D.V., S.A.

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Mifflin	378	78	Domestic Violence; Violence Against Women; Sentencing Guidelines; Word Perfect; Victimization	2 hours to the Community Task Force
Monroe	1,141	862	Violence Against Women; NOVA; Child Abuse; BARJ	16 days & 5.5 hours to L.E., D.A., D.J., D.V., S.A., Media, Constables
Montgomery	Not distinguished	Not distinguished	PCCD Trainings	None reported
Montour	179	10	Technology; PCCD Trainings; Sentencing Guidelines	Training to the elderly
Northumberland	617	93	Disabilities; Death Notification; PCCD Trainings	None reported
Philadelphia	25,517	11,816	Multicultural Society; Management; National Victim Assistance Academy; NOVA; PCCD Trainings; Juvenile Law	10.5 hours to D.A.
Potter	109	34	PCCD Trainings; BARJ; JAIBG	None reported
Schuylkill	4,726	438	BARJ; PCCD Trainings	6 hours to L.E., P.P., S.A., Senior Citizens
Snyder	375	215	PCCD Trainings	None reported
Somerset	239	120	Child Abuse;Drugs; Communities That Care; Sexual Abuse	26.75 hours to L.E., D.A., P.P., Med., Schools
Susquehanna	502	20	None reported	None reported
Tioga	419	49	PCCD Trainings	None reported
Union	275	115	PCCD Trainings; Domestic Violence	12 hours to L.E., D.A., P.P.

COUNTY	NUMBER OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED	TYPES OF TRAINING RECEIVED	TYPES OF TRAINING PROVIDED
Warren	601	153	Death Notification; PCCD Trainings; Public Speaking; Domestic Violence; Batterers Programs	None reported
Washington	682	23	NOVA; BARJ; Children & Youth; Domestic Violence; Sexual Assault	3 hours to P.P. and the community
Wayne	137	30	PCCD Trainings; Traumatic Grief	None reported
Westmoreland	10,204	16,185	PCADV Trainings; Crisis Response; PCCD Trainings	14 hours to L.E., J, S.A., Citizens
Wyoming	124	64	None reported	3 hours to S.A.
York (Victim Assistance Center)	228	44	Crime Victims Compensation	40 hours to S.A. and Families of Homicide Victims Support Group
York (Access-York)	7,169	42	Shelter Training; Child Abuse; Sexual Assault; Crisis; PCADV Trainings	5.25 hours to L.E., D.A., D.V.
York (Victim/Witness)	1,502	810	Domestic Violence; PCCD Trainings; Victim Sensitivity; Crime Victims Compensation; Computer Training	14.5 hours to D.A., D.V., Impact of Crime Classes; Dept. of Aging
TOTALS	**94,251**	**47,560**		**927 hours**

Key

L.E. Law Enforcement Agencies
P.P. Probation/Parole Departments
D.J. District Justices
MADD Mothers Against Drunk Driving
S.A. Sexual Assault Agencies
D&A Drug and Alcohol Agencies
JAIBG Juvenile Accountability Incentive Block Grants
D.A. District Attorney's Offices
J Judges
C&Y Children and Youth Agencies
D.V. Domestic Violence Agencies
Med. Medical Personnel
BARJ Balanced and Restorative Justice

SERVICE RESPONSIBILITIES OF PROSECUTOR'S OFFICE UNDER ACT 111

In Personal Injury Crimes:

1.) Notice of the opportunity to submit prior comment on the potential reduction or dropping of a charge, or the changing of a plea, when the victim so requests. This notice is also required for the crimes of burglary and driving under the influence (DUI).

2.) Notice of the time and place of any dispositional proceeding, when the victim so requests and the prosecutor's office has received advance notice.

3.) Notice of the opportunity to submit input to, and receive notice of, state correctional release decisions, release of an offender from a state or local correctional facility (SSAct 2 of 1995), and transfers from state correctional institutions to mental health facilities.

4.) Notice when the defendant is released from incarceration at sentencing, when the victim so requests.

5.) Immediate notice of the release of an offender on bail from a local correctional facility when the offender either violates a protection from abuse order or commits a personal injury crime against a victim protected by the order (SSAct 26 of 1995).

In All Crimes:

1.) Notice of the disposition and sentence (including sentence modifications), when the victim so requests.

2.) Notice of the opportunity to provide prior comment on the sentencing of the defendant, to include the submission of a written impact statement. Assistance with such input is to be provided upon request.

3.) Provide assistance with the Crime Victims Compensation claims process to those victims who may be eligible under the program.

PRINCIPAL SERVICES AND ACTIVITIES PROMOTED THROUGH THE VICTIM/WITNESS PROGRAM STANDARDS AND PROCEDURES MANUAL*

Intake and Assessment

Staff will assess the situation of each victim as he/she enters the program and obtain as much case-related information as possible, including all concerns that the victim has regarding his/her experience and the criminal justice process. Ideally, staff will meet personally with the victim to assess the situation and meet with the prosecutor to determine what services are available to the victim and what information about the case the victim needs.

Early Outreach

Staff will establish contact with all victims whose cases are prosecuted through the criminal justice system as soon as the case reaches the prosecutor's office. Ideally, staff will work with other community agencies in establishing procedures to provide contact with the victim and/or the victim's family immediately following the occurrence of the crime, or no later than 72 hours after the reporting of an incident involving serious personal injury.

Orientation to the Criminal Justice System

Staff will create and distribute written materials that provide a basic, descriptive overview of the criminal justice process. Ideally, victims and witnesses (especially children) will receive a courtroom orientation in person or over the telephone.

Victim/Witness Intimidation

Staff will develop a written policy for handling complaints of threats, intimidation, or harassment made toward victims and witnesses. Ideally, staff will receive training on the laws pertaining to victim/witness intimidation and the agency's policy on proper handling of an intimidation incident. The written policy will be comprehensive in attempting to provide immediate relief to all victims/witnesses and utilize all resources available to the criminal justice system at every stage of the prosecution, including post conviction.

Notification

All victims will be notified of significant actions and proceedings pertaining to their case, as well as opportunities to provide appropriate input into key decisions consistent with the prosecutor's responsibilities under Act 155. Ideally, all crime victims will be afforded all services available.

Case Status

Staff will develop a system that provides ready access to information that can be used to respond to case status inquiries in an accurate and timely manner. Ideally, all agency staff will be familiar with the procedures for responding to case status inquiries.

Witness Management

Staff will notify witnesses as far in advance as possible of upcoming court proceedings and provide witnesses with the opportunity to place themselves "on-call," rather than make repeated trips to court in anticipation of the need to testify. Ideally, all victims will be placed on an "on-call" system developed through cooperation with the court administrator and other prosecutorial staff.

Separate Waiting Area

Staff will ensure that a separate waiting area, inaccessible to the defendant and family and friends of the defendant, is provided for all victims and witnesses. Ideally, the waiting room will include a play area for children and will be secure and staffed by a trained victim advocate and children's caregiver during all hours of court operation.

Prior Comment on Charges and Pleas

Staff will notify victims of personal injury crimes, burglary, or driving under the influence crimes that involve bodily injury of their opportunity to provide prior comment to the prosecutor's office on the potential reduction or dropping of any charge, or changing of a plea, if requested by the victim. Ideally, this opportunity will be extended to include all victims of crime, and staff will provide accompaniment to those victims who request this service.

Prior Comment on Sentencing Decisions

Staff will contact all crime victims and inform them of their right to offer prior comment on the sentencing of the defendant to include the submission of a written victim impact statement. Staff will also provide the victim with guidelines for preparing a statement and provide direct assistance, upon request, when feasible. Ideally, all victims are afforded 1) an opportunity to address the court at time of sentence in addition to, or in lieu of, a written victim impact statement, and 2) assistance with the preparation of a victim impact statement upon request.

Sentencing

Staff will ensure that all victims of crime receive written or oral notice of the date, time, and location of sentencing, as well as an explanation of the sentencing process. Staff will also notify these victims of the final disposition. Personal injury crime victims will be notified, upon request, of the release of the defendant from incarceration at sentence. Ideally, staff will provide accompaniment and arrange for transportation to the sentencing.

Restitution

Staff will work with the prosecutor's office to ensure that restitution information is collected in all appropriate cases and that restitution is requested at time of sentencing. Ideally, restitution information is collected in all cases and made a condition of all appropriate sentences, and each victim or witness is given written information on the restitution collection process and offered assistance in monitoring the collection and distribution of restitution.

Victims Compensation Assistance

Staff will inform all victims and qualifying family members about victim compensation eligibility and requirements; maintain claim forms, brochures, and other victim compensation materials; and provide personal assistance in the preparation of claims for the Bureau of Victims' Services. Ideally, a referral system is in place so that all eligible victims/family members are notified about victim compensation; the public is educated about victim compensation; and police, hospital workers, sexual assault, domestic violence, and other human services staff are trained about the availability of victim compensation.

State/Local Correctional and Mental Health Release Notification Programs

Staff will ensure that victims of defendants who receive maximum sentences of two or more years are notified of their opportunity to participate in the Department of Corrections, Board of Probation and Parole, and Department of Public Welfare's Release Notification Programs. Staff will provide each victim with written information that describes the program and requirements for participation. Ideally, upon request of the victim, staff will provide assistance in preparing the written or oral statement to the Department of Corrections or the Board and arrange for accompaniment as necessary. In cases where the victim is a personal injury crime victim and the defendant is sentenced to a local correctional facility, notice shall be provided to the victim of the opportunity to participate in the local correctional facility's release notification program.

Advocacy

Staff will inform, support, and accompany victims, witnesses, and significant others, not assisted by other agencies, through the criminal justice proceedings, and both act as a liaison within the system and coordinate advocacy with other services. Ideally, staff will work with other established victim service agencies in educating the public about the needs and rights of victims and ensure that those needs and rights are met by intervening when necessary on behalf of victims, witnesses, and significant others.

Accompaniment

Staff will arrange for accompaniment at all public criminal proceedings by a family member, a victim advocate, or another person for all victims who request such service. Ideally, accompaniment will be provided in any situation, i.e., to medical facilities, interviews, etc., upon the request of the victim.

Transportation

Staff will, whenever possible, coordinate transportation services for those victims unable to get to a court hearing on their own. Ideally, all victims and witnesses will be offered transportation or reimbursement for transportation to all court hearings, and special transportation will be provided for all victims with disabilities.

Child Care

Staff will develop a plan for child care by using volunteers or by contracting with local child care centers to provide childcare services to victims and witnesses during court appearances. Ideally, staff will maintain an advertised childcare service that is offered to all victim and witnesses and is staffed by a trained childcare provider.

Employer/Creditor Intervention

Staff will provide employer, creditor, and school intercession upon the request of a victim or witness. Ideally, staff will provide all victims and witnesses with a form letter that they may present to their employers, creditors, or school officials explaining their participation in a particular criminal justice proceeding.

Crisis Intervention

Staff will determine if a victim is in crisis and be able to provide crisis intervention at all times before, during, and after the prosecution of the case by maintaining readily accessible numbers of 24-hour hotlines and agencies that offer trained staff capable of responding to victims in crisis. Ideally, staff will help identify gaps in a particular community's capacity to respond to victims in crisis and promote measures that strengthen service delivery.

Supportive Counseling

Staff will be aware of the needs of the victims and witnesses, and be able to offer supportive counseling at all times before, during, and after prosecution of the case; will seek training in effective techniques for providing supportive counseling and empathetic listening; and will refer victims requiring counseling to the appropriate qualified agency. Ideally, staff will be trained in effective counseling techniques and will maintain a readily accessible list of competent counselors for referral purposes.

Support Groups

Staff will maintain and periodically update a list of existing support groups for victims and make appropriate referrals. Ideally, staff will help to identify the gaps in the availability of local support groups and work with others in the community to enhance the services available for victims.

Community Referrals

Staff will be qualified to make appropriate referrals for all victims and witnesses who may need crisis intervention, psychological counseling, or emotional support, and will maintain a list of community service agencies, i.e., rape crisis, domestic violence, child sexual assault, children and youth services, area agency on aging, and mental health/mental retardation services, that includes the name of a contact person and current telephone number for each agency listed. Ideally, staff will have a thorough knowledge of all existing agencies that may be capable of providing some form of relief to victims and witnesses of crime by identifying contact people within these agencies, and developing a system of communication that keeps both parties informed of any new program developments.

Property Return

Staff will arrange for the expeditious return of property that has been seized as evidence when the evidence is no longer needed. Ideally, when the victim requests the return of property prior to the disposition of the case, the property will be photographed and returned to the victim, absent extenuating circumstances, within seven days of the request. The decision to release such property will be made by the prosecutor's office based upon the importance of the evidence to the case and the legitimate interest of the victim.

* **Please note that a revised version of the PCCD's Standards and Procedures Manual for Victim/Witness Assistance Programs is expected to be released in the Fall of 1999.**