

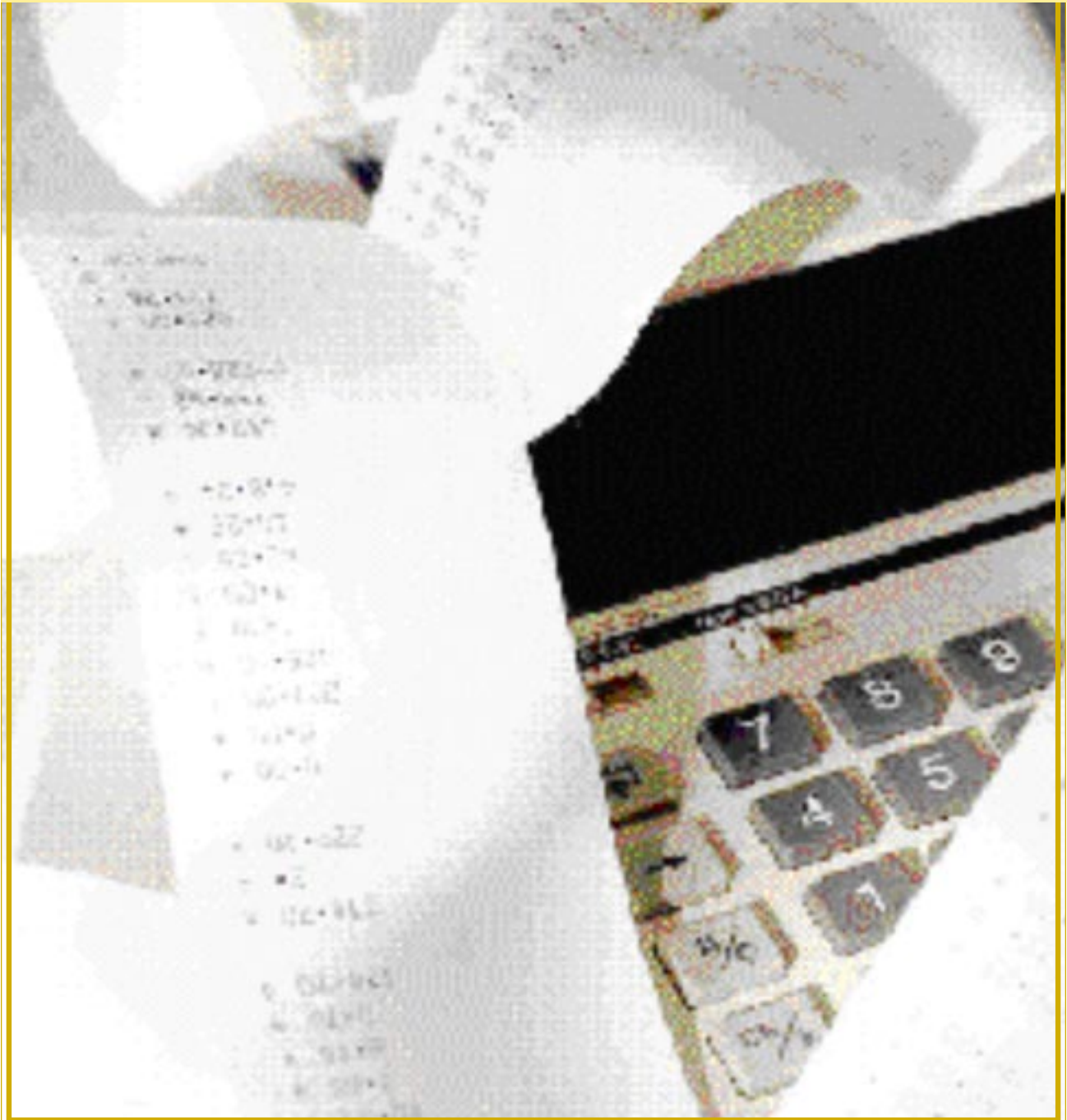
**Bureau of Victims' Services:  
Victims Rights Services and  
Victims Compensation  
Annual Report  
Fiscal Year 1999/2000**



P E N N S Y L V A N I A  
Commission on Crime and Delinquency



# I. Administration





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Executive Director

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Director

Mr. Jan Bechtel  
Assistant to the Bureau Director

Ms. Ann Marie Sola  
Administrative Assistant

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Mr. William M. Parker, III, Claims Review Officer  
Ms. Irene Tetzlaff, Claims Review Officer  
Ms. Bonnie Bechtel, Administrative Officer  
Ms. Dolly Vega-Lopez, Legal Assistant Supervisor  
Ms. Barbara Aschenbrenner, Legal Assistant  
Ms. Heidi Barry, Legal Assistant  
Ms. Sharon Beaver, Legal Assistant  
Ms. Florence Bynon, Legal Assistant  
Ms. Jennifer Miller, Legal Assistant  
Ms. Sherry Morgan, Legal Assistant  
Ms. Meg Strader, Legal Assistant  
Ms. Angela Andree, Clerk Typist  
Ms. Denise Barry, Clerk Typist  
Ms. Jan Hoffmaster, Clerk Typist  
Ms. Naomi Sias, Clerk Typist

## Outreach and Training Section

Ms. Regina L. Bellish, Coordinator  
Ms. Eileen Steinecke, Training and Technical Assistance Specialist  
Ms. Sherry L. Leffler, Assistant Training and Technical Assistance Specialist  
Mr. Keith Thomas Emery, Information Specialist  
Ms. Kelly Fidler, Clerk Typist

## Victim Services Division

Mr. Michael D. Pennington, Manager  
Ms. Tina Kranyak, Criminal Justice Planner  
Ms. Kelli Matson, Criminal Justice Planner  
Ms. Charlene L. Natcher, Criminal Justice Planner  
Ms. Natalie Novotny-Goles, Program Analyst  
Ms. Traci Ritchey, Criminal Justice Planner  
Ms. Lori Sywensky, Criminal Justice Planner  
Ms. Paula M. Jones, Clerk Typist  
Ms. Kitty Michaels, Clerk Typist

## Training and Technical Assistance Project

Ms. Janet Shaw Lemoine, Project Manager  
Ms. Hallie Martyniuk, Project Coordinator  
Ms. Pauline Benning, Project Coordinator

## Legal Counsel

Gerard M. Mackarevich, Esq.  
Chief Counsel

Cynthia Minnich  
Legal Assistant

# PCCD Victims' Services Advisory Committee

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Executive Director  
Center for Victims of Violent Crime  
Allegheny County

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Victim Advocate  
Office of the Victim Advocate  
PA Board of Probation and Parole

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Aging Services Specialist  
Division of Managed Care  
PA Department of Aging

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Director  
Bureau of Social Services  
PA Department of Public Welfare

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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

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Victim Services Coordinator  
Victim and Community Services Unit  
Philadelphia Juvenile Court  
Philadelphia

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District Attorney  
Delaware County

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

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Bureau of Criminal Investigation  
PA 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.*

## Historical Summary:

### Pennsylvania Victims Compensation and Victims Rights Services

The Victims Compensation Program, created by PA Act 139 of July 1976, was established as a response to the financial losses incurred by victims of 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 crime imposes upon them.

Individuals who are injured during a crime may be compensated for uninsured or unreimbursable medical expenses, funeral expenses, counseling, loss of earnings, and cash loss of benefits.

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. PA Act 96 of 1984 established that these penalty assessments (which were later increased to \$15 by PA 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.

PA Act 96 of 1984 also 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. PA Act 155 of 1992 amended the Victims' Bill of Rights and significantly expanded the rights to crime victims. This expansion included local correctional facility release notification for victims whose offenders are incarcerated in a local correctional facility. PA Act 155 also designated specific responsibilities for the enforcement of 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; the District Attorney's Office to assist victims in filing for compensation and the opportunity to provide input on sentencing and release of defendants; release, transfer or escape notification responsibilities of state correctional and probation and parole agencies; release or escape notification responsibilities of the Department of Public Welfare; the PCCD; and the victim.

PA Act 8 of 1995 created the Office of the Victim Advocate within the Board of Probation and Parole as a means of representation for victims in release matters before the Board or Department of Corrections. The position of the Victim Advocate is filled by appointment as chosen by Governor Tom Ridge.

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 to 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.

PA 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. PA 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. PA 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. Funding Sources



**PENNSYLVANIA PENALTY ASSESSMENT COLLECTIONS BY COUNTY**  
**For Victims Rights Services and Victims Compensation**

Act 139 of 1976 initially required the imposition of court costs on convicted offenders to offset the costs of victims services and 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 of \$15 each to the Crime Victims Compensation Fund and for Victims Rights Services.

<b>COUNTY</b>	<b>COLLECTIONS 1998/1999</b>	<b>COLLECTIONS 1999/2000</b>
<b>ADAMS</b>	\$ 82,164	\$ 79,513
<b>ALLEGHENY</b>	\$ 712,812	\$ 693,363
<b>ARMSTRONG</b>	\$ 69,318	\$ 69,205
<b>BEAVER</b>	\$ 131,312	\$ 121,327
<b>BEDFORD</b>	\$ 33,478	\$ 34,086
<b>BERKS</b>	\$ 204,309	\$ 194,344
<b>BLAIR</b>	\$ 82,480	\$ 85,126
<b>BRADFORD</b>	\$ 43,606	\$ 40,152
<b>BUCKS</b>	\$ 312,256	\$ 320,395
<b>BUTLER</b>	\$ 181,043	\$ 175,331
<b>CAMBRIA</b>	\$ 170,033	\$ 179,276
<b>CAMERON</b>	\$ 8,100	\$ 6,827
<b>CARBON</b>	\$ 57,014	\$ 62,779
<b>CENTRE</b>	\$ 180,111	\$ 174,334
<b>CHESTER</b>	\$ 225,469	\$ 248,680
<b>CLARION</b>	\$ 59,944	\$ 60,268
<b>CLEARFIELD</b>	\$ 81,265	\$ 80,804
<b>CLINTON</b>	\$ 36,177	\$ 37,738
<b>COLUMBIA</b>	\$ 58,541	\$ 57,214
<b>CRAWFORD</b>	\$ 90,159	\$ 82,499
<b>CUMBERLAND</b>	\$ 186,612	\$ 197,743
<b>DAUPHIN</b>	\$ 250,080	\$ 256,906
<b>DELAWARE</b>	\$ 257,238	\$ 283,776
<b>ELK</b>	\$ 26,088	\$ 29,905
<b>ERIE</b>	\$ 212,659	\$ 229,608
<b>FAYETTE</b>	\$ 99,520	\$ 105,963
<b>FOREST</b>	\$ 5,196	\$ 4,101
<b>FRANKLIN</b>	\$ 108,483	\$ 111,472
<b>FULTON</b>	\$ 12,047	\$ 11,657
<b>GREENE</b>	\$ 38,407	\$ 38,436
<b>HUNTINGDON</b>	\$ 36,926	\$ 37,880
<b>INDIANA</b>	\$ 81,724	\$ 98,075

PENNSYLVANIA PENALTY ASSESSMENT COLLECTIONS BY COUNTY  
For Victims Rights Services and Victims Compensation

COUNTY	COLLECTIONS 1998/1999	COLLECTIONS 1999/2000
JEFFERSON	\$ 44,451	\$ 47,636
JUNIATA	\$ 14,598	\$ 12,840
LACKAWANNA	\$ 139,082	\$ 158,248
LANCASTER	\$ 320,857	\$ 332,444
LAWRENCE	\$ 65,711	\$ 58,724
LEBANON	\$ 68,937	\$ 63,327
LEHIGH	\$ 221,022	\$ 230,141
LUZERNE	\$ 234,047	\$ 224,169
LYCOMING	\$ 118,581	\$ 112,592
McKEAN	\$ 45,507	\$ 48,301
MERCER	\$ 110,431	\$ 102,471
MIFFLIN	\$ 49,889	\$ 49,410
MONROE	\$ 94,652	\$ 103,516
MONTGOMERY	\$ 403,785	\$ 414,277
MONTOUR	\$ 13,255	\$ 15,176
NORTHAMPTON	\$ 168,687	\$ 166,167
NORTHUMBERLAND	\$ 71,156	\$ 68,260
PERRY	\$ 48,547	\$ 49,031
PHILADELPHIA	\$ 738,029	\$ 755,189
PIKE	\$ 36,473	\$ 40,611
POTTER	\$ 17,705	\$ 18,620
SCHUYLKILL	\$ 122,614	\$ 132,129
SNYDER	\$ 30,656	\$ 30,665
SOMERSET	\$ 69,867	\$ 71,116
SULLIVAN	\$ 4,855	\$ 4,840
SUSQUEHANNA	\$ 23,277	\$ 21,440
TIOGA	\$ 34,493	\$ 37,813
UNION	\$ 22,017	\$ 24,070
VENANGO	\$ 74,023	\$ 82,732
WARREN	\$ 30,830	\$ 34,585
WASHINGTON	\$ 171,147	\$ 151,953
WAYNE	\$ 29,936	\$ 33,067
WESTMORELAND	\$ 273,048	\$ 271,666
WYOMING	\$ 37,051	\$ 35,375
YORK	\$ 345,786	\$ 362,003
<b>TOTAL</b>	<b>\$ 8,429,573</b>	<b>\$ 8,573,387</b>

**STATE VICTIM/WITNESS ASSISTANCE ALLOCATION BY COUNTY**  
1999 - 2001

<b>COUNTY</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>TOTAL</b>
<b>ADAMS</b>	\$35,736	\$37,522	\$37,522	\$110,781
<b>ALLEGHENY</b>	\$343,009	\$360,159	\$360,159	\$1,063,327
<b>ARMSTRONG</b>	\$29,571	\$31,050	\$31,050	\$91,671
<b>BEAVER</b>	\$54,329	\$57,046	\$57,046	\$168,420
<b>BEDFORD</b>	\$15,962	\$16,760	\$16,760	\$49,483
<b>BERKS</b>	\$93,941	\$98,638	\$98,638	\$291,218
<b>BLAIR</b>	\$41,390	\$43,459	\$43,459	\$128,309
<b>BRADFORD</b>	\$16,166	\$16,974	\$16,974	\$50,114
<b>BUCKS</b>	\$130,772	\$137,311	\$137,311	\$405,394
<b>BUTLER</b>	\$76,959	\$80,807	\$80,807	\$238,572
<b>CAMBRIA</b>	\$65,806	\$69,096	\$69,096	\$203,997
<b>CAMERON</b>	\$11,356	\$11,924	\$11,924	\$35,203
<b>CARBON</b>	\$15,000	\$15,750	\$15,750	\$46,500
<b>CENTRE</b>	\$68,865	\$72,309	\$72,309	\$213,482
<b>CHESTER</b>	\$107,018	\$112,369	\$112,369	\$331,756
<b>CLARION</b>	\$30,606	\$32,137	\$32,137	\$94,880
<b>CLEARFIELD</b>	\$35,321	\$37,087	\$37,087	\$109,495
<b>CLINTON</b>	\$15,682	\$16,466	\$16,466	\$48,613
<b>COLUMBIA</b>	\$25,464	\$26,737	\$26,737	\$78,937
<b>CRAWFORD</b>	\$43,604	\$45,785	\$45,785	\$135,174
<b>CUMBERLAND</b>	\$82,087	\$86,191	\$86,191	\$254,469
<b>DAUPHIN</b>	\$124,762	\$131,000	\$131,000	\$386,762
<b>DELAWARE</b>	\$141,063	\$148,116	\$148,116	\$437,296
<b>ELK</b>	\$15,682	\$16,466	\$16,466	\$48,613
<b>ERIE</b>	\$89,527	\$94,004	\$94,004	\$277,534
<b>FAYETTE</b>	\$46,469	\$48,792	\$48,792	\$144,053
<b>FOREST</b>	\$0	\$0	\$0	\$0
<b>FRANKLIN</b>	\$38,256	\$40,168	\$40,168	\$118,593
<b>FULTON</b>	\$11,025	\$11,576	\$11,576	\$34,178
<b>GREENE</b>	\$15,682	\$16,466	\$16,466	\$48,613
<b>HUNTINGDON</b>	\$15,758	\$16,546	\$16,546	\$48,851
<b>INDIANA</b>	\$38,371	\$40,290	\$40,290	\$118,951
<b>JEFFERSON</b>	\$20,289	\$21,304	\$21,304	\$62,896
<b>JUNIATA</b>	\$0	\$0	\$0	\$0

**STATE VICTIM/WITNESS ASSISTANCE ALLOCATION BY COUNTY**  
1999 - 2001

<b>COUNTY</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>TOTAL</b>
LACKAWANNA	\$65,639	\$68,921	\$68,921	\$203,480
LANCASTER	\$142,855	\$149,997	\$149,997	\$442,849
LAWRENCE	\$23,631	\$24,813	\$24,813	\$73,257
LEBANON	\$40,544	\$42,571	\$42,571	\$125,685
LEHIGH	\$87,671	\$92,054	\$92,054	\$271,779
LUZERNE	\$94,103	\$98,808	\$98,808	\$291,720
LYCOMING	\$49,509	\$51,984	\$51,984	\$153,477
McKEAN	\$19,272	\$20,235	\$20,235	\$59,742
MERCER	\$48,959	\$51,407	\$51,407	\$151,774
MIFFLIN	\$20,394	\$21,414	\$21,414	\$63,222
MONROE	\$38,081	\$39,985	\$39,985	\$118,052
MONTGOMERY	\$175,632	\$184,414	\$184,414	\$544,461
MONTOUR	\$11,356	\$11,924	\$11,924	\$35,203
NORTHAMPTON	\$69,576	\$73,055	\$73,055	\$215,686
NORTHUMBERLAND	\$31,248	\$32,810	\$32,810	\$96,869
PERRY	\$0	\$0	\$0	\$0
PHILADELPHIA	\$415,004	\$435,754	\$435,754	\$1,286,513
PIKE	\$11,025	\$11,576	\$11,576	\$34,178
POTTER	\$11,356	\$11,924	\$11,924	\$35,203
SCHUYLKILL	\$42,875	\$45,018	\$45,018	\$132,911
SNYDER	\$16,105	\$16,910	\$16,910	\$49,925
SOMERSET	\$27,890	\$29,285	\$29,285	\$86,459
SULLIVAN	\$11,356	\$11,924	\$11,924	\$35,203
SUSQUEHANNA	\$11,356	\$11,924	\$11,924	\$35,203
TIOGA	\$16,394	\$17,213	\$17,213	\$50,820
UNION	\$14,925	\$15,671	\$15,671	\$46,267
VENANGO	\$33,511	\$35,186	\$35,186	\$103,883
WARREN	\$15,705	\$16,490	\$16,490	\$48,685
WASHINGTON	\$60,844	\$63,887	\$63,887	\$188,617
WAYNE	\$15,682	\$16,466	\$16,466	\$48,613
WESTMORELAND	\$118,805	\$124,746	\$124,746	\$368,297
WYOMING	\$15,682	\$16,466	\$16,466	\$48,613
YORK	\$143,483	\$150,657	\$150,657	\$444,797
<b>TOTAL</b>	<b>\$3,795,994</b>	<b>\$3,985,793</b>	<b>\$3,985,793</b>	<b>\$11,767,581</b>

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

COUNTY	AGENCY	Project Type	1999-2001 Agency Request	Personnel	Operating Expenses	Equipment	Consultants	Training/Travel	Other
ADAMS	Victim/Witness Program	VWC	107,208	86,946	5,000			9,138	
ALLEGHENY	CVVC	CVSA	878,790	810,912					
	WCS	DVP	133,773	67,644					
	Victim/Witness Program	VWP	16,464		16,464				
ARMSTRONG	Victim/Witness Program	VWC	91,671	76,139	8,168	2,958		4,406	
BEAVER	Victim/Witness Program	VWC	209,166	135,808	11,478		8,000	9,000	44,880
BEDFORD	Your Safe Haven	CVSA	49,483	32,638	10,875		2,025	1,674	2,271
BERKS	Victim/Witness Program	VWC	291,218	244,577	29,593	6,200		6,150	
BLAIR	Victim/Witness Program	VWC	128,309	106,379	6,700	1,500		11,000	2,730
BRADFORD	Victim/Witness Program	VWC	50,114	43,657	158			5,040	1,260
BUCKS	Victim/Witness Program	VWC	125,884	125,884					
	A Woman's Place	DVP	40,008	39,907	101				
	NOVA	CVSA	220,784	191,432	20,207			9,145	
	Juvenile Probation	O1	18,718	11,606	7,112				
BUTLER	Victim/Witness Program	VWC	281,467	248,851	12,248	3,043		17,325	
CAMBRIA	Women's Help Center	DVP	21,756	20,256				1,500	
	Victim Services, Inc.	CVSA	182,242	148,333	25,230			5,839	2,840
CAMERON	Victim/Witness Program	VWC	35,204	26,372	8,482				350
CARBON	Victim/Witness Program	VWC	46,500	37,350	9,150				
CENTRE	Victim/Witness Program	VWC	213,482	198,355	7,678	6,760		89	600
CHESTER	Crime Victims' Center	CVSA	299,510	258,095	32,570	4,268		4,577	
	Domestic Violence Center	DVP	32,247	24,249	6,708			1,290	
CLARION	Victim/Witness Program	VWC	94,880	78,919	10,311	2,300		3,350	
CLEARFIELD	Victim/Witness Program	VWC	109,495	99,962	7,533			2,000	
CLINTON	Victim/Witness Program	VWC	48,614	45,899	1,315				1,400
COLUMBIA	Victim/Witness Program	VWC	78,937	71,987	6,950				
CRAWFORD	Victim/Witness Program	VWC	135,174	135,174					
CUMBERLAND	Victim/Witness Program	VWC	254,469	191,753	40,480	10,019		9,900	2,317
DAUPHIN	Victim/Witness Program	VWC	386,762	143,230	10,544		229,928		3,060

Key - Project Type

CT SERV - Court Services  
 JV CT SERV - Juvenile Court Services  
 VWC - V/W Program in District Attorney's Office

CVSA - Comprehensive Victim Service Agency  
 SAC - Sexual Assault Center  
 O1 - Other: Juvenile Probation Program

DVP - Domestic Violence Program  
 VWS - Victim/Witness Services  
 O2 - Other: Adult Probation Program

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

COUNTY	AGENCY	Project Type	1999-2001 Agency Request	Personnel	Operating Expenses	Equipment	Consultants	Training/Travel	Other
DELAWARE	Victim/Witness Program	VWC	7,875		7,875				
	Juvenile Court Services	O1	66,600	62,400	4,200				
	Court Financial Services	CT SERV	74,955	74,955					
	Family Support Line	SAC	7,500	7,452	48				
	Women Against Rape	SAC	80,546	76,400	4,146				
	Domestic Abuse	DVP	106,380	106,380					
	Senior Victim Services	CVSA	83,674	74,023	8,853			798	
	Parents of Murdered Children	CVSA	9,765					9,000	765
ELK	CAPSEA	CVSA	48,613	42,474	4,285			1,854	
ERIE	Victim/Witness Program	CVSA	277,535	221,396	50,730			5,409	
FAYETTE	Victim/Witness Program	VWC	144,053	118,921	10,010	6,976		1,500	6,646
FRANKLIN	Women In Need	CVSA	118,593	104,586	10,914			3,093	
FULTON	Victim/Witness Program	VWC	34,178	26,148	2,130	4,350			1,550
GREENE	Victim/Witness Program	VWC	48,613	46,197	1,054	790			572
HUNTINGDON	Victim/Witness Program	VWC	48,851	41,726	5,625	1,500			
INDIANA	Victim/Witness Program	VWC	115,113	106,782	333	3,999		3,999	
JEFFERSON	Victim/Witness Program	VWC	62,896	54,410	4,141			2,545	1,800
LACKAWANNA	Victim/Witness Program	VWC	223,172	208,697		5,452		4,765	4,258
LANCASTER	Victim/Witness Program	VWC	727,757	683,709	29,135	8,330		4,500	2,038
LAWRENCE	Victim/Witness Program	VWC	73,257	71,593	1,110			300	254
LEBANON	Victim/Witness Program	VWC	125,686	99,031	14,358			12,295	
LEHIGH	Victim/Witness Program	VWC	263,013	260,853				2,160	
LUZERNE	Victim/Witness Program	VWC	282,309	280,500				1,809	
LYCOMING	Victim/Witness Program	VWC	148,527	91,857	23,670	24,000		9,000	
McKEAN	Victim/Witness Program	VWC	76,763	76,163	300			300	
MERCER	Victim/Witness Program	VWC	151,774	142,661	5,437	400		3,275	
MIFFLIN	Victim/Witness Program	VWC	63,222	54,471	6,235	941		1,575	
MONROE	Victim/Witness Program	VWC	118,052	104,162	6,273			7,205	412
MONTGOMERY	Victim/Witness Program	VWC	235,994	224,480	1,000	3,000		4,083	3,431
	Victim Services Center	CVSA	276,756	196,281	25,011		48,600	4,464	2,400
	Domestic Violence Services	DVP	31,710	26,310	5,400				

**Key - Project Type**

CT SERV - Court Services  
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CVSA - Comprehensive Victim Service Agency  
 SAC - Sexual Assault Center  
 O1 - Other: Juvenile Probation Program

DVP - Domestic Violence Program  
 VWS - Victim/Witness Services  
 O2 - Other: Adult Probation Program



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

COUNTY	AGENCY	Project Type	1999-2001 Agency Request	Personnel	Operating Expenses	Equipment	Consultants	Training/Travel	Other
MONTOUR	Victim/Witness Program	VWC	35,204	26,802	5,702			2,700	
NORTHAMPTON	Victim/Witness Program	VWC	155,686	142,502	9,784			3,400	
	Crime Victims Council	CVSA	60,000	57,360	1,440			1,200	
NORTHUMBERLAND	Victim/Witness Program	VWC	93,744	78,048	14,146			1,550	
PHILADELPHIA	Victim/Witness Program	VWC	1,074,138	1,006,904	11,431			14,302	
	Adult Probation	O2	212,375	295,377					
PIKE	Victim/Witness Program	VWC	34,178	34,178					
POTTER	Victim/Witness Program	VWC	35,203	23,177	4,000	2,023		4,050	1,953
SCHUYLKILL	Victim/Witness Program	VWC	98,411	94,155	1,757	499		2,000	
	Rape & Victim Assistance Ctr.	CVSA	34,500	30,540	3,660			300	
SNYDER	Victim/Witness Program	VWC	49,925	40,600	5,550			1,960	1,815
SOMERSET	Victim/Witness Program	VWC	63,000	51,000	9,750			2,250	
	Victim Services	CVSA	11,730	11,230				800	
	Women's Help Center	DVP	11,730	10,680				1,050	
SULLIVAN	Victim/Witness Program	VWC	35,203	30,472	3,231			1,500	
SUSQUEHANNA	Victim/Witness Program	VWC	35,204	28,928	2,676	1,800		1,800	
TIOGA	Victim/Witness Program	VWC	50,820	39,579	2,495	2,800		1,800	4,146
UNION	Victim/Witness Program	VWC	46,267	38,480	3,750			216	3,821
VENANGO	Victim/Witness Program	VWC	103,883	97,462	4,621				1,800
WARREN	Victim/Witness Program	VWC	77,879	67,159	6,370	750		3,600	
WASHINGTON	Victim/Witness Program	VWC	188,618	171,984	4,401	6,533		3,900	1,800
WAYNE	Victim/Witness Program	VWC	48,613	39,066	4,057			5,190	300
WESTMORELAND	Victim/Witness Program	VWC	368,297	319,650	18,804		14,189	5,704	9,950
WYOMING	Victim/Witness Program	CVSA	48,613	46,225	795			846	
YORK	Victim/Witness Program	VWC	391,943	3,180	61,691			12,300	
	Victim Assistance Center	CVSA	27,999	450					
	ACCESS-York	DVP	18,033	18,033					
	Hanover Safe Home	DVP	6,822	6,822					

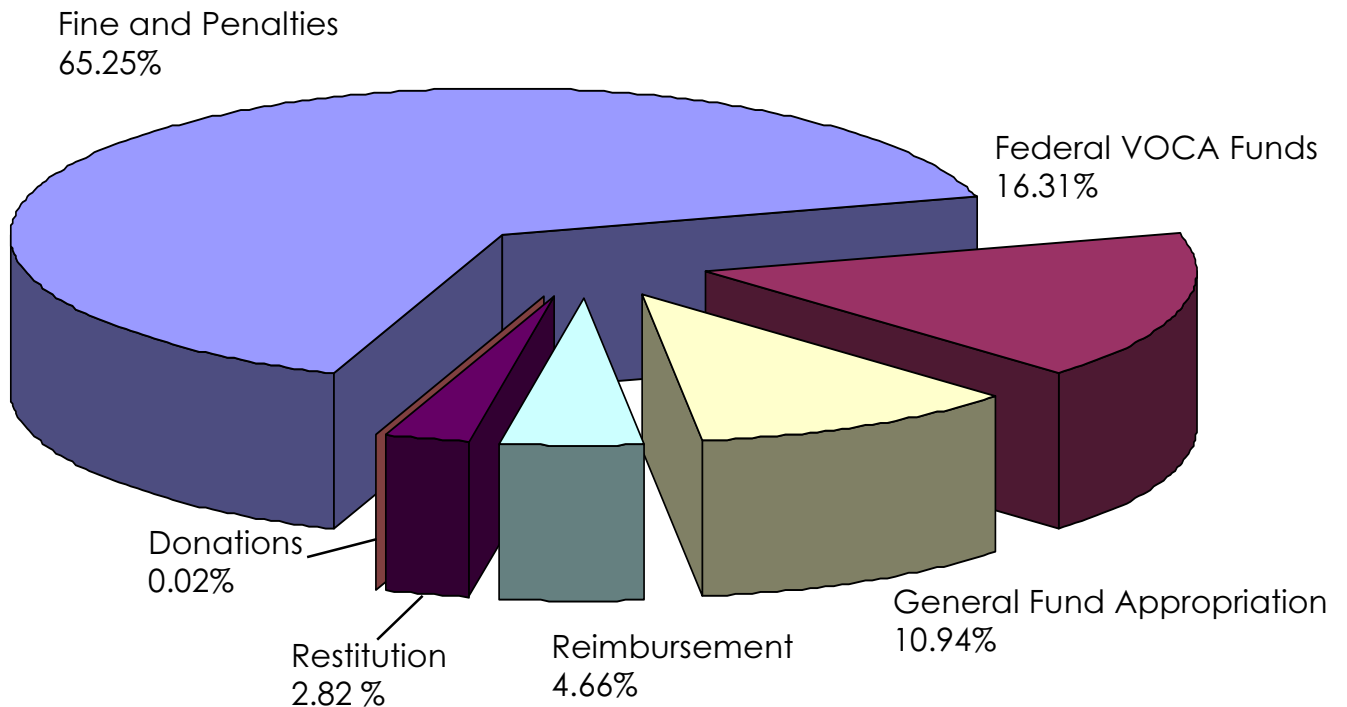
**Key - Project Type**

CT SERV - Court Services  
 JV CT SERV - Juvenile Court Services  
 VWC - V/W Program in District Attorney's Office

CVSA - Comprehensive Victim Service Agency  
 SAC - Sexual Assault Center  
 O1 - Other: Juvenile Probation Program

DVP - Domestic Violence Program  
 VWS - Victim/Witness Services  
 O2 - Other: Adult Probation Program

## Financial Summary of Receipts For Fiscal Year Ending June 30, 2000



### **FUNDING SOURCES for the CRIME VICTIMS COMPENSATION FUND**

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

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

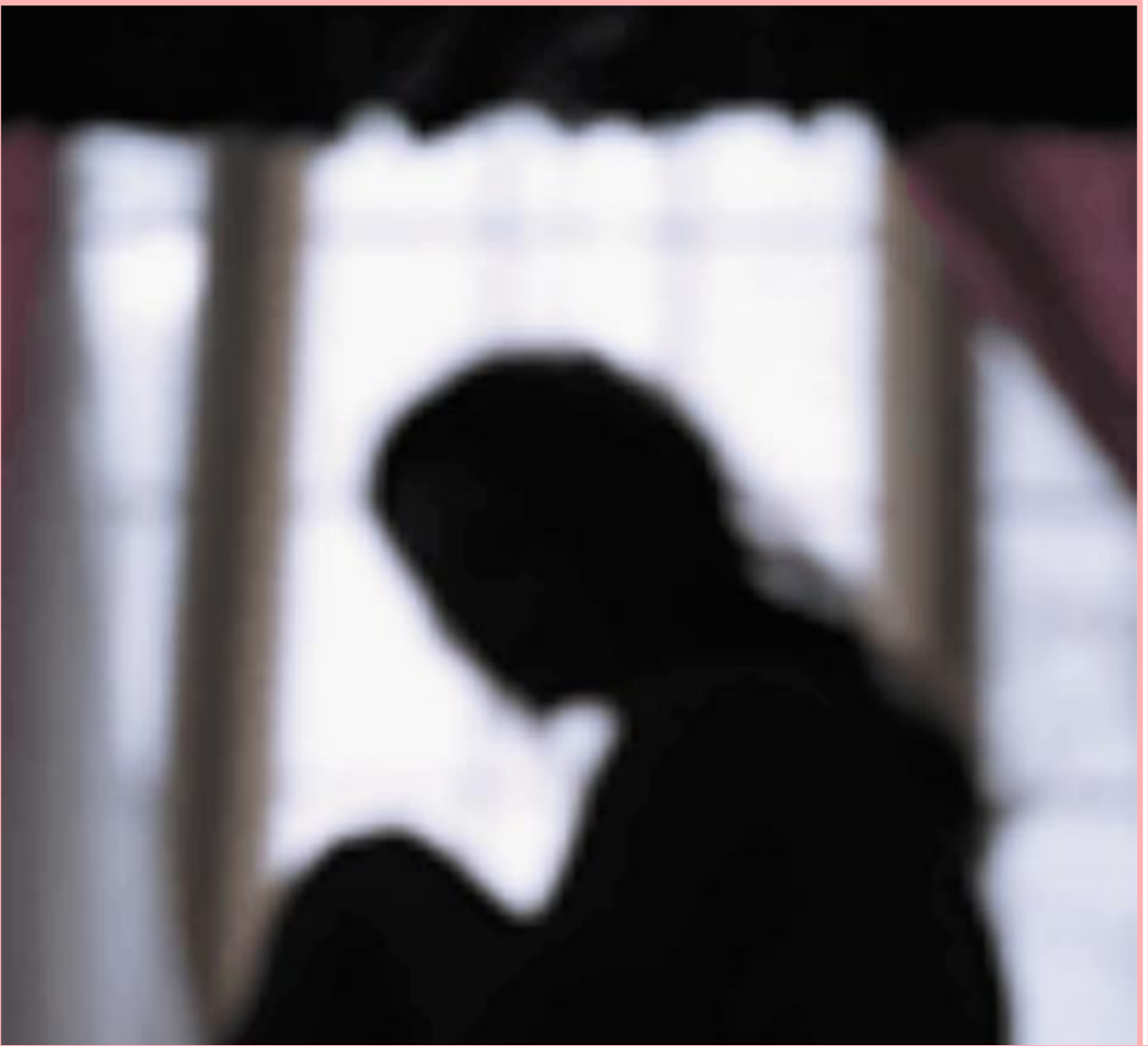
#### **GENERAL FUND APPROPRIATION**

**REIMBURSEMENTS** include 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





### III. Victims' Services Advisory Committee and Subcommittees



## The Role of the Victims' Services Advisory Committee and its Subcommittees

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.*

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. In light of recent and on-going concerns, the VSAC has established several standing subcommittees, as well as short-term task forces, to address outstanding needs. The following shows the subcommittees, their goals, and their progress to date.

### Compensation Subcommittee

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.*

The Subcommittee members have worked on various projects which are relevant to their mission. The last year has seen much work accomplished in finalizing a proposed legislative change package that will be presented to the Governor which recommends amending the existing Victims Compensation Statute. The Compensation Subcommittee developed a list of suggested changes to the current statute; researched statistical, financial, and legal parameters of each proposal; and then voted to either accept or reject the proposal after group discussion. The recommendations were compiled into a draft document.

A VSAC Compensation Subcommittee Peer Review Committee was formed to review all of the recommendations developed by the Subcommittee, headed by the Honorable David W. Heckler, Court of Common Pleas, Bucks County. The Peer Review Committee reviewed the document in its entirety and discussed areas of concern, such as the soundness of the proposed amendments, questions on fiscal impact, legislative issues, potential hot topics, legal issues, and following the intent of the law.

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.

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.

### **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. The subcommittee has worked on the following projects and initiatives over the last year.

- A special Governor's Victim Service Awards Task Force of the Act Subcommittee helped create the first annual **Governor's Victim Service Pathfinders Awards**, which were presented at the November 1999 Pathways Conference.
- The development of standards for comprehensive victim service centers is one more completed step in the process of standards development for all forms of victim services in Pennsylvania. This goal, set by the ACT Subcommittee of the VSAC, has led to the Commission's adoption of PCAR's standards for rape crisis centers; PCADV's standards for domestic violence centers; MADD's standards for MADD chapters; and the revision of the program standards for agencies providing services under Act 111, the Rights and Services Act.
- Under the direction of the ACT Subcommittee, the Victim/Witness Standards Task Force and the Comprehensive Center Program Standards Task Force were appointed to complete the update or development of standards for victim/witness services in the District Attorney's Office, and services provided by comprehensive victim service agencies.
- The Pennsylvania Coalition Against Rape (PCAR) was awarded a grant through PCCD and conducted eight Advanced Diversity Training sessions throughout the state, which further enhanced the quality of services provided by the victim service field. Plans to continue the Advanced Diversity project, as recommended by the Office for Victims of Crime (OVC) of the Federal Department of Justice, include offering "Train the Trainer" statewide presentations, and conducting pilot projects to examine organizational cultural competency.

- At the direction of the ACT Subcommittee, PCCD applied for and received financial support from OVC 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 the 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 conducted a two-day Strategic Planning Retreat in September 1999 in order to chart out a course for future utilization of victim service funds and to acclimate subcommittee members to the grant programs administered by the Bureau of Victims' Services.

After reviewing the needs of agencies in the victim service field as identified through a needs assessment conducted by an outside consultant, recommendations were formulated for the VSAC in determining Priority Need Areas for VOCA-funded programs. An increase in funding was made available to each county to develop services for unserved victims, to increase salaries and benefits of VOCA-funded program staff, and to improve the ability of agencies to offer early intervention and counseling services.

The Subcommittee supported the work of the ACT Subcommittee by recommending initiatives that would assist in the implementation of the newly created Program Standards for Comprehensive Service Centers. Recommendations included the provision of regional training opportunities for comprehensive centers and to add a VOCA-program monitor as a mechanism for ensuring compliance with the newly developed standards.

## **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 the 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.

As of this writing, the legislation has not been passed; however, \$3.8 million was set aside in the state's budget for providing services to victims of juvenile offenders in the year 2000. As a result, 49 Pennsylvania counties received a total of \$3.2 million in state funds to implement these services. This is the first time state funds have been specifically appropriated to help victims of juvenile crime. Counties will use the money to:

- Hire advocates to accompany victims to court and medical appointments, and to provide counseling and crisis intervention;
- Notify victims of court proceedings, dispositions, offender escapes, and release from confinements; and
- Help victims prepare their impact statements and apply for crime victims compensation.

The PCCD has also awarded \$400,000 in grants to the Council of Chief Juvenile Probation Officers to provide training and technical assistance for the funded programs.

### **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 participated, 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.

### **STOP Violence Against Women Training Subcommittee**

The STOP Violence Against Women Training Subcommittee 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 throughout the Commonwealth, utilizing curricula previously developed in 1997. Two STOP Grant regional trainings were conducted in August and September of 1999 for advocates, police officers, prosecutors, and other allied professionals. The emphasis for the regional training curriculum was skill-building, problem solving, and practical “how-to” application of knowledge developed during the foundational trainings offered through the previous STOP grant.

Training was also provided to law enforcement personnel including municipal and state police. A total of seven trainings occurred, with approximately 210 officers in attendance. Beginning in June 1999, eleven three-hour trainings were presented to district justices in Pennsylvania, and Philadelphia Bail Commissioners, which totaled around 590 individuals.

PCADV’s STOP Grant Criminal Justice Trainer had the opportunity to provide technical assistance in a training video produced by the Municipal Police Officers Education and Training Commission (MPOETC), in cooperation with the Pennsylvania State Police Bureau of Training and Education. The title of the training video is “Case Preparation for Summary Trial and Preliminary Hearings.” This training provided police officers with essential and useful information that will assist them in preparing cases for successful prosecution at preliminary hearings and summary trials. This training video will be utilized throughout the Commonwealth.

These trainings focused on working to change the criminal justice system’s response to violence that occurs when any woman is threatened or assaulted, by expanding the knowledge base, specific expertise, and collaboration skills of police, prosecutors, victim advocates, and other members of STOP Grant County Teams. The two main components include institutionalizing domestic violence and sexual assault/rape crisis training within the criminal justice system, and building the capacity of county STOP Grant Teams to provide a coordinated and integrated response to violence against women.

### **Rural Domestic Violence Planning Team**

The Rural Domestic Violence Planning Team 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 Team 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 submitted to the federal STOP Violence Against Women Office in June. From this report, the Team developed a grant application which was submitted to the federal VAWA office.

## 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:

- \* Reviewed all BARJ funding proposals;
- \* Developed guidelines/standards for victim impact panels;
- \* Conducted an evaluation of Victim/Offender Mediation programs; and
- \* Begun work on guidelines for victim involvement in the Youth Aid Panel process.

## 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 those services that are reflected in the Victims' Bill of Rights. New standards, which were added by the Task Force, 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; media; victims as witnesses to executions; victim impact in capital cases; and rights to attend homicide trials. These revised standards were adopted by the VSAC in November 1999 and by the Pennsylvania Commission on Crime and Delinquency in December of 1999. The revised standards were sent out to the field in April 2000 and programs will need to be in compliance by January 2001.

## 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, was 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 Comprehensive Victim Service Center standards were approved by the VSAC in November 1999 and by the Commission in December of 1999. A copy of the revised standards was sent out to the field in July 2000 and programs will need to be in compliance with the new standards by July 1, 2001. In the next year, the Bureau of Victims' Services will provide training and technical assistance activities in support of program staff employed in Comprehensive Victim Service Programs. The focus of the training and technical assistance is to bring comprehensive programs into compliance with the newly adopted standards.

### **Crisis Response Organizational Subcommittee/Keystone Crisis Intervention Team**

The Crisis Response Organizational Subcommittee 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 federal 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 the Keystone Crisis Intervention Team 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 Keystone Crisis Intervention Team is available to provide support to agencies and other community crisis teams upon request.

At this writing, the Keystone Crisis Intervention Team, which is comprised of NOVA trained crisis responders, is reviewing goals, strategies, priorities, and potential action steps. Crisis response trainings have been planned for the summer and fall of 2000. Training participants are chosen on the basis of experience with victims and crisis response, commitment to serving on the Keystone Crisis Intervention team, and geographic location. The Team worked through simulations of responding to the aftermath of a traumatic event using the protocol that was developed by the Team. This allowed the Team to evaluate its protocol and to make any necessary changes in the process.

## **Juvenile Justice Victim Services Standards Task Force**

In February 2000, the Juvenile Justice Victim Services Standards Task Force was formed to address the needs of victims of juvenile offenders and to afford them the same rights as victims of adult offenders. The mission of the Task Force is to develop standards for the Victims of Juvenile Offenders (VOJO) projects. The task force is made up of victim service providers from District Attorneys' Offices, Juvenile Probation Departments, and Community-Based Victim Service Programs, as well as representatives of the juvenile probation, the courts, and District Attorneys' offices. The task force is developing standards for the juvenile justice victim service providers using the State Victim/Witness Assistance Programs Standards and Procedures Manual as a guide. The first component of these standards was adopted by VSAC in May 2000 and by the Commission in June 2000. The second component is to be completed in the fall of 2000.

## **State Victim Assistance Academy Project**

In the Fall of 1999 the PCCD was awarded a multi-year grant from the federal Office for Victims of Crime (OVC) to develop a State Victim Assistance Academy (SVAA) for Pennsylvania modeled on the National Victim Assistance Academy program offered through OVC. The Academy will be an academic-based curriculum that emphasizes foundations in victimology and victims' rights and services, as well as new developments in the field of victim assistance. The Academy's basic training program will be targeted toward victim services/victim witness professionals and allied occupations with less than five years of direct service experience. Trainers will be victim service practitioners, as well as academicians from the university partner.

## VSAC Compensation Subcommittee

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# STOP Violence Against Women Planning Subcommittee

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State College

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Pennsylvania State Police  
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## JAC/VSAC Joint Review Committee

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## Victim/Witness Standards Revision Task Force

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Board of Probation and Parole  
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Victims Resource Center  
Wilkes-Barre

Ms. Suzanne Beck-Hummel  
Executive Director  
Crime Victims' Council of Lehigh Valley  
Allentown

Ms. Jennie Borgerhoff  
Center City Crime Victim Center  
Philadelphia

Ms. Pat Brown  
Sullivan County Victim Services  
Laporte

Ms. Barbara Clark  
Executive Director  
Network of Victim Assistance  
Doylestown

Ms. Jacquie Fritts  
Crime Victims Center  
Uniontown

Ms. Jacqueline Johnson  
Executive Director  
Rape and Victim Assistance Center  
York

Ms. Crystal Karenchak  
Citizens Against Physical, Sexual &  
Emotional Abuse  
Ridgway

Ms. Linda McCarty  
Sullivan County Victim Services  
Laporte

Ms. Laurie Reiley  
Executive Director  
Victim/Witness Assistance Program  
Dauphin County  
Harrisburg

Ms. Patricia Schang  
Consultant

Ms. Nancy Wells  
Executive Director  
Center for Victims of Violent Crime  
Pittsburgh

## **STOP Violence Against Women Training Task Force**

Deborah Curcillo, Esq.  
Assistant District Attorney  
Dauphin County  
Harrisburg

Ms. Susan Kelly-Dreiss  
Executive Director  
Pennsylvania Coalition Against  
Domestic Violence  
Harrisburg

Chief Thomas R. King  
State College Police Department  
State College

Ms. Joyce Lukima  
Police Trainer  
Pennsylvania Coalition Against Rape  
Enola

Honorable Timothy McCune  
District Attorney  
Butler County  
Butler

## **Rural Domestic Violence Planning Task Force**

Ms. Sarah T. Casey  
Executive Director  
Schuylkill Women in Crisis  
Pottsville

Ms. Barbara A. Channing  
Executive Director  
WIN - Victim Services  
Chambersburg

Ms. Patricia Colantonio  
Executive Director  
Sullivan County Victim Services  
Laporte

Lieutenant Diane Conrad  
State College Police Department  
State College

Ms. Susan Kelly-Dreiss  
Executive Director  
Pennsylvania Coalition Against  
Domestic Violence  
Harrisburg

Ms. Jill Marsilio-Colonna  
Executive Director  
Women's Center of Beaver County  
Beaver

Honorable Timothy McCune  
District Attorney  
Butler County  
Butler

Mr. Gerald O'Donnell  
Kingston Police Department (Retired)  
Kingston

Ms. Jeannette Rice  
Executive Director  
Women's Shelter/Rape Crisis Center  
New Castle

## Crisis Response Organizational Subcommittee

Ms. Mary Claire Mullen, Chair  
Clinical Director  
Victims Resource Center  
Wilkes-Barre

Ms. Staci Beers-Bilock, Co-chair  
Direct Services Supervisor  
Crime Victims' Council of Lehigh Valley  
Allentown

Ms. Mary Achilles  
Office of the Victim Advocate

Ms. Deborah Barnes  
Bloomsburg University

Ms. Kathy Bennett  
Network of Victim Assistance

Ms. Shirley Booker  
YWCA

Ms. Judy Branaugh  
Survivors, Inc.

Mr. James Bubb  
PA Department of Aging

Ms. Charlotte Centonze  
Shalom, Inc.

Ms. Christina Christiansen  
City of Erie School District

Mr. Ray W. Christner  
LIU #12

Ms. Michele Corbin  
PA Board of Probation and Parole

Mr. Carl DiMartino  
Bellefonte

Dr. George R. Donnelly  
Center for Victims of Violent Crime

Ms. Carolyn M. Emlet  
Survivors, Inc.

Ms. Lynn Ewing  
Dept. of Emergency Services

Ms. Jeanne Gleeson  
Youth Advocate Programs, Inc.

Ms. Nadine Grimm  
Children & Youth

Ms. Nereida Hammond  
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Ms. Mary Jo Harwood  
Center for Victims of Violent Crime

Dr. Susan Hawkins  
Philadelphia

Ms. Laurie Hoke  
Victim/Witness Services

Ms. Vicki Jenkins-Long  
Behavioral Health Professionals

Ms. Cynthia Keeney  
District Attorney's Office

## Crisis Response Organizational Subcommittee

(Continued)

Mr. Edward Kenney  
Children & Youth

Ms. Janet MacKay  
Victims Resource Center

Mr. Theron Male  
Dept. of Emergency Services

Ms. Jennifer McMonagle  
Office of the Victim Advocate

Ms. Sharron Michels  
Peace, Gettysburg

Ms. Shirley Norman  
Caring People Ministries

Ms. Betsy Reisinger  
District Attorney's Office

Ms. Nancy Roberts-Tate  
Center for Victims of Violent Crime

Ms. Judy Schreiber  
Wilson Middle School

Ms. Traci Shogan  
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Crime Victim Assistance Program

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Ms. Anita White  
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Ms. Sandra Lutz  
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Ms. Mary Ann Male  
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Mr. Dennis McCarty  
Center for Victims of Violent Crime

Ms. Vicki Mesone  
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Ms. Edith Mitchell  
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Ms. Chris Rinehart  
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Ms. Anica Sayles  
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Ms. Kristi-Anne Seymour  
Kidspace

Mr. John Szczypta  
Carroll Valley Police Department

Ms. Stephanie Walsh  
Center for Victims of Violent Crime

Ms. Nancy E. Wells  
Center for Victims of Violent Crime

Mr. Louis Wittington  
Cumberland Township Police Department





# IV. 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 in the preparation of, submission of, and follow-up on financial assistance claims to the Crime Victims Compensation Program.
- ❖ 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 by Act 96 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).

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**

Currently, 64 of the 67 counties participate in the Victim/Witness Services Grant and Technical Assistance Program. 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 2000 totaled more than \$3,985,793, with individual county allocations ranging from \$11,576 in the smallest participating counties to \$435,754 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. The total three-year allocation to counties is \$11,767,581.

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 2000 show that over 126,000 victims and 45,791 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 statewide 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 program: the statutory responsibilities of the prosecutor's office under the Victims' Rights and Services Act and PCCD's Standards and Procedures for Victim/Witness Assistance Programs.

Under Act 111, prosecutors' offices, among others, are responsible for providing a variety of services to victims. These responsibilities are found on page 51 of this report. 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.

In 1992, 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. 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 pages 52 through 57.

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*. The mission of the Task Force was to define state-of-the-art victim/witness coordination services in the Commonwealth of Pennsylvania. The core values of the Task Force were high quality, victim-focused services. They worked diligently debating the issues, with the goal of "raising the bar" in the quest of further defining their profession in meeting the needs of victims. The standards were approved by the VSAC in November 1999 and by the Pennsylvania Commission on Crime and Delinquency in December of 1999. The final version was sent to the field in April of 2000 and programs must be in compliance with these standards by January 2001 in order to receive Victims' Rights and Services funding.

### 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.

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.

In 1999, the program was expanded 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.

During 1999, the project provided training to over 320 participants on the following topics:

- ❖ Economic Restoration for Victims of Crime;
- ❖ Act 111 Services;
- ❖ Children and Trauma ;
- ❖ New Heights in Awareness and Understanding of the Criminal Justice System; and
- ❖ Orientation Training for New Service Providers.

The first annual Pathways Conference was held on November 17-19, 1999 with more than 300 victim service professionals attending. Over 40 workshops were held during this two-and-a-half day conference.

From the period of September 1999 through June 2000, on-site technical assistance was provided to fourteen counties within the Commonwealth. The Technical Assistance project provided support and assistance on legislation, grant writing, victim service delivery, and systems advocacy.

In 1999, a need was recognized to provide training to assist victim/witness coordinators in improving service delivery and develop leadership skills within their respective counties. The Federal Office for Victims of Crime Training and Technical Center was contacted to bring their nationally presented Leadership and Professionalism Development Training to Pennsylvania. The intensive, skill-building training provided the advocates with the opportunity and educational support necessary to develop a service plan to implement a victim services network in their counties.

In providing technical assistance, efforts have been made to develop a resource library. Counties which have developed model approaches can share their information to help other counties in the advancement of their programs. Through technical assistance, new victim/witness coordinators benefit from an on-site visit to receive basic orientation information on service delivery, victim legislation, the role of the coordinator, grant writing, and any areas that may be of concern.

## **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 Rights and Services Act 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 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.

In 1999, \$3.8 million was appropriated in the state budget to implement services to victims whose offenders are juveniles. The funds were allocated to 49 counties in 2000. Although these services were currently available through these funds, the Rights and Services Act must be amended to mandate the same level of rights afforded to victims in the criminal justice system.

## **Certification of Advocates/Accreditation of Programs**

As the field of victim assistance continues to grow and expand, the dynamic 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. 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 as well as provide even better services to victims around the state.

## **Full Participation**

As stated above, 64 of the Commonwealth's 67 counties participate in the Victim/Witness Services Grant and Technical Assistance Program. 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.



## V/W Assistance Progress Report

COUNTY	NUMBERS OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED
ADAMS	934	50
ALLEGHENY (Center for Victims of Violent Crime)	2,628	2,393
ALLEGHENY (Women's Center & Shelter)	8,989	N/A
ARMSTRONG	420	80
BEAVER	4,021	2,836
BEDFORD	861	283
BERKS	2,500	3,000
BLAIR	1,620	1,180
BRADFORD	517	30
BUCKS	2,068	929
BUCKS (A Woman's Place)	781	N/A
BUCKS (Juvenile Probation)	1,500	1,500
BUCKS (Victim/Witness)	3,650	150
BUTLER	1,080	172
CAMBRIA (Victim/Witness)	3,803	1,200
CAMBRIA (Women's Help Center)	1,564	230
CAMERON	94	164
CARBON	235	235
CENTRE	1,066	N/A
CHESTER (Crime Victims' Center)	1,915	251
CHESTER (Domestic Violence Center)	193	5
CLARION	458	298
CLEARFIELD	1,733	432
CLINTON	230	50
COLUMBIA	585	215
CRAWFORD	600	800
CUMBERLAND	992	1,221
DAUPHIN	913	385

## V/W Assistance Progress Report

<b>COUNTY</b>	<b>NUMBERS OF VICTIMS SERVED</b>	<b>NUMBER OF WITNESSES SERVED</b>
DELAWARE (Victim/Witness)	14,755	3,922
DELAWARE (Juvenile Court)	1,032	561
DELAWARE (Financial Services)	550	120
DELAWARE (Parents of Murdered Children)	80	N/A
DELAWARE (Family Support Line)	N/A	24
DELAWARE (Domestic Abuse Project)	767	N/A
DELAWARE (Senior Victim Services)	708	N/A
ELK	298	79
ERIE	1,307	994
FAYETTE	959	156
FRANKLIN	305	214
FULTON	110	25
GREENE	714	387
HUNTINGDON	37	52
INDIANA	550	350
JEFFERSON	264	528
LACKAWANNA	4,564	1,972
LANCASTER	3,433	300
LAWRENCE	390	450
LEBANON	456	501
LEHIGH	1,088	1,700
LUZERNE	10,350	325
LYCOMING	2,000	N/A
McKEAN	513	82
MERCER	568	2,060
MIFFLIN	401	55
MONROE	1,037	617
MONTGOMERY (Victim Services)	492	264
MONTGOMERY (Victim/Witness)	2,200	N/A
MONTOUR	198	26

## V/W Assistance Progress Report

COUNTY	NUMBERS OF VICTIMS SERVED	NUMBER OF WITNESSES SERVED
NORTHAMPTON (Crime Victims Council)	182	182
NORTHAMPTON (Victim/Witness)	1,935	N/A
NORTHUMBERLAND	540	71
PHILADELPHIA	21,572	9,517
PIKE	428	87
POTTER	109	N/A
SCHUYLKILL	4,056	565
SNYDER	336	N/A
SOMERSET (Women's Help Center)	436	66
SOMERSET (Victim Services)	268	93
SULLIVAN	227	78
SUSQUEHANNA	523	10
TIOGA	399	46
UNION	303	195
VENANGO	2,331	478
WARREN	569	131
WASHINGTON	520	25
WAYNE	185	51
WESTMORELAND	3,968	2,487
WYOMING	122	79
YORK (Victim Assistance Center)	253	90
YORK (Access-York)	8,372	61
YORK (Safe Home)	394	43
YORK (Victim/Witness)	2,965	1,000

# 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  
July 1999 through June 2000**

**Accompaniment**

The Victim/Witness Coordinator shall arrange for accompaniment at all public criminal proceedings by a family member, a victim advocate, or another person for all victims of personal injury crimes who request such service. The enhanced standard indicates that accompaniment will be provided to all crime victims upon request of the victim. Ideally, all crime victims will receive accompaniment services by a Victim/Witness Coordinator.

**Advocacy**

The Victim/Witness Coordinator shall inform, support, and accompany victims, witnesses, and significant others, not assisted by other agencies, through the criminal justice proceedings, and act both as a liaison within the system and coordinate advocacy with other services.

**Case Status**

Staff will develop a system that provides easy access to information that can be used to respond to case status inquiries in an accurate and timely manner. This information should include access to information beyond the District Attorney's Office. All staff shall be familiar with the procedure for responding to case status information.

**Child Care**

The Victim/Witness Coordinator shall develop a plan for childcare by maintaining a list of all childcare options available in the community. They will explore these options with victims and inform victims of the possibility of reimbursement through crime victims compensation.

**Collaboration with Community Agencies**

The Victim/Witness Coordinator shall be familiar with all other agencies in the county that provide services to victims of crime. They will maintain a resource list of all victim service agencies within the county. The Coordinator will also meet with a representative from each agency to learn about the services provided and establish a referral procedure in cooperation with these agencies. Ideally, the Coordinator shall establish a cross training in collaboration with other agencies in the county that are providing victim services.

## **County Correctional Facility Release Notification**

The Victim/Witness Coordinator shall notify all personal injury crime victims of their right to receive notice of the release of a county-sentenced offender from a county correctional facility. The enhanced standard indicates that the Coordinator shall advocate that all crime victims be eligible to receive this notice. Ideally, the Coordinator shall develop a mechanism to ensure that victims have an avenue through which their concerns regarding release can be considered prior to the release.

### **Courtroom Orientation**

Staff will provide basic orientation to the criminal justice system for those victims and witnesses who are subpoenaed or otherwise expected to testify. This is accomplished through developing a comprehensive court orientation brochure that outlines specific information regarding courthouse procedures and arranging access to an unoccupied courtroom to provide orientation to the victim.

### **Crime Victims Compensation**

The Victim/Witness Coordinator shall ensure that assistance with crime victims compensation is available to the victim in the submission of and follow-up on crime victims compensation claims. The enhanced standard indicates that coordinators will provide training on crime victims compensation within their community. Ideally, the Coordinator will maintain contact with providers regarding crime victims compensation claims that were filed by the victim.

### **Crisis Intervention**

The Victim/Witness Coordinator shall develop crisis intervention skills and be able to utilize those skills at all points before, during, and after the prosecution of the case. The enhanced standard indicates that the Coordinator shall assist in identifying gaps in the community's capacity to respond to victims in crisis and promote measures that strengthen the delivery of services. Ideally, the Coordinator shall, upon request of law enforcement, provide on-scene response and death notification.

### **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. The enhanced standard indicates that staff will develop a mechanism to make contact with the victim and/or the victim's family within 72 hours of the reporting of an incident involving a serious personal injury crime where there is an arrest. Ideally, early outreach is provided to all cases of personal injury crime and/or sudden violent death regardless of the likelihood of criminal prosecution.

## **Employer/Creditor Intervention**

The Victim/Witness Coordinator shall provide employer, creditor, and school intervention upon the request of a victim or witness. Ideally, the coordinator shall familiarize himself or herself with the local medical providers, schools, funeral directors, and others who routinely come in contact with victims, in order to provide them with information pertaining to restitution and crime victims compensation.

## **HIV/AIDS**

The Victim/Witness Coordinator shall be familiar with the counseling and testing options available for crime victims within the community and the provisions of the Confidentiality of HIV Related Information Act (Act 148 of 1990).

## **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.

## **Mental Health Release Notification**

The Victim/Witness Coordinator shall notify all personal injury crime victims whose offender is committed to a state mental health hospital of the victim's post sentencing right to receive transfer, discharge, death, and escape notification from the Office of Mental Health Victim Notification Program, Pennsylvania Department of Public Welfare.

## **Other Opportunities for Justice**

The Victim/Witness Coordinator shall be aware of all opportunities for justice available to a victim, his or her family, and the community within the service area and throughout the state. These opportunities include, but are not limited to, mediation, community service, restitution through service in kind, civil remedies, apology letters, or participation by the defendant in victim impact classes. The enhanced standard indicates that the coordinator will interface with community-based agencies and departments within the criminal justice system to initiate and/or participate in the development of other opportunities for justice. Ideally, the Coordinator shall participate in the implementation of other opportunities for justice.

## **Prior Comment on the Dropping of Charges and Changing of a Plea**

The Victim/Witness Coordinator shall work with the District Attorney to develop a system to provide personal contact to eligible victims (as outlined in Act 111 of 1998), prior to the reduction or dropping of charges or changing of negotiated pleas. The Coordinator will notify victims of the opportunity to submit *prior* comment to the District Attorney's Office on the potential reduction or dropping of any charge or changing of a plea. Ideally, a system will be developed to provide this opportunity to all victims of crime.

## **Property Return**

The Victim/Witness Coordinator shall advocate for the expeditious return of property to the victim. The Coordinator shall work with the District Attorney and law enforcement officers to establish routine procedures for the return of property to victims that is no longer needed as evidence as early as possible in the criminal justice process.

## **Restitution**

The Victim/Witness Coordinator shall inform victims of their rights to restitution under Pennsylvania law and advocate on behalf of the victim for the inclusion of restitution in any court disposition. Ideally, the Coordinator shall take the lead in developing educational materials for victims on restitution, creating training opportunities, and facilitating a county collections effort.

## **Sentencing**

The Victim/Witness Coordinator shall notify victims of the disposition and sentencing of the defendant including any sentence modifications and the release of the defendant from incarceration at the time of sentencing, upon their request. Ideally, the Victim/Witness Coordinator shall provide this service to all victims without requiring the victim to request this notice.

## **Separate Victim/Witness Waiting Area and Courthouse Security**

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. The enhanced standard indicates that the secure waiting area be located within the courthouse. Ideally, a separate waiting area will be provided in all areas where victims and witnesses are called to testify, i.e., the district justices' court.



## **State Correctional/Parole Victim Input and Release Notification**

The Victim/Witness Coordinator shall notify all personal injury crime victims of their right to receive notice and to provide input into the release decision made by the Department of Corrections and the Board of Probation and Parole through the Office of the Victim Advocate (OVA). The enhanced standard indicates that the Coordinator shall provide assistance to the victim in the preparation of a written or oral statement upon the request of the victim. Ideally, the Coordinator, at the request of the victim, shall provide accompaniment when the victim is providing oral testimony to the Board of Probation and Parole.

### **Support Groups**

The Victim/Witness Coordinator shall maintain up-to-date information on existing support groups for victims and make referrals when appropriate. Ideally, the coordinator will help to identify the gaps in the availability of local support groups and work with others in the community to enhance these services.

### **Supportive Counseling**

The Victim/Witness Coordinator shall, while in contact with a victim or witness, continually assess the emotional needs of the victim or witness and provide victim-centered supportive counseling as necessary and appropriate. The Coordinator shall also be able to provide a referral for victim-centered counseling to any victim or witness that requires or requests on-going or additional services. Ideally, the Coordinator shall advocate with the local policy board for the development of comprehensive counseling services for victims of all crimes in the county.

### **Transportation**

The Victim/Witness Coordinator shall, whenever necessary, coordinate and/or provide transportation services for those victims unable to get to a court hearing on their own. 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.

### **Victim Communication with Offender**

The Victim/Witness Coordinator shall respect the victim's need to engage in indirect and direct dialogue post adjudication and make the appropriate referrals. The enhanced standard indicates that the Coordinator shall incorporate this opportunity for dialogue into the list of basic services available to crime victims. Ideally, the Coordinator will participate with local community members to assure that this type of service is available to the community.

## **Victim Impact Statements at Sentencing**

The Victim/Witness Coordinator shall provide notice to all crime victims of their right to offer a written victim impact statement at the time of sentencing and upon the request of the victim, and to receive assistance in preparing that statement. Ideally, all crime victims shall be afforded an opportunity to provide an oral victim impact statement at the time of sentencing.

## **Victim Rights Notification**

All victims as defined in Act 111 of 1998 will be given timely information on their rights under the prosecutor's responsibilities as well as instructions on how to notify the prosecutor of their interest in receiving these notifications and opportunities for input. The enhanced standard indicates that all victims as defined by Act 111 of 1998 will receive all notices without requiring the victim to request participation. Ideally, *all* victims will receive *all* notices and opportunities as outlined in Act 111 of 1998.

## **Victim Rights in Homicide Trials**

The Victim/Witness Coordinator shall inform victims in homicide cases of their right not to be excluded from the trial because they will be testifying in the penalty phase (Act 28 of 1997) and of their right to have their victim impact statement considered in the penalty phase of death penalty cases (Act 22 of 1995).

## **Victims as Witnesses to Executions**

The Victim/Witness Coordinator shall inform victims in death penalty cases of their opportunity to register with the Office of the Victim Advocate to be selected to witness the executions as outlined in Act 80 of 1998.

## **Victim/Witness Intimidation**

Staff, in conjunction with the District Attorney's Office, will develop a written policy for handling complaints of threats, intimidation, or harassment made toward victims and witnesses. Ideally, staff will create a countywide plan of action, which includes relocation of victims and witnesses when necessary.

## **Witness Management**

Staff will notify victims and witnesses as far in advance as possible of upcoming court proceedings and shall advocate that the victims and witnesses be placed "on-call" when subpoenaed to testify rather than make repeated trips to court. Ideally, the Victim/Witness Coordinator will work with the Court Administrator and other appropriate offices to develop a system of placing all victims or witnesses "on-call" at their request, to testify in lieu of spending unnecessary time in the courthouse.



<b>SECTION 4a. MEDICAL TREATMENT</b> See page 6 of the instruction book.		Complete if filing for medical expenses and/or loss of ear	
Name, Address and Date(s) of service for your first medical treatment (Doctor or Hospital, whichever was first.)			
Doctor/Hospital		Address	
City	State	Zip Code	Dates Treated From _____ To _____
<b>SECTION 4b. MEDICAL EXPENSES</b> See page 6 of the instruction book.		Complete entire section if filing for medical expenses	
If victim is covered by an HMO insurance plan or Medical Assistance, he/she must utilize authorized participating providers.			
<b>ATTACH ALL ITEMIZED BILLS RELATED TO CRIME.</b> (Each bill must show name, address and telephone number of the provider and dates and type of service.)			
Medical Expenses (Include hospital, doctor, counseling, ambulance, dentist, medications, medical supplies, home care)			
Name of Provider		Amount Charged	Amount Paid by Insurance

# V. Claims Processing

*If additional space is needed, attach a separate sheet.			
Did the Victim Have Any Health Insurance or Benefit Plan at the Time of the Crime?    Yes    No    At Present?    Yes			
<b>All Bills Must Be Submitted to Your Insurance or Benefit Plan before Submitting to the Division.</b>			
<input type="checkbox"/> Employers/Union Group	<input type="checkbox"/> Medicare	<input type="checkbox"/> Blue Cross/Blue Shield	<input type="checkbox"/> Other (Specify)
<input type="checkbox"/> Insurance Plan	<input type="checkbox"/> Private Accident Health Plan	<input type="checkbox"/> Major Medical	_____
<input type="checkbox"/> Medical Assistance	<input type="checkbox"/> Workers' Compensation	<input type="checkbox"/> Auto Insurance	_____
Name of Insurance Company/Benefit Plan			
Address	City	State	Zip Code
Policy #	Group #		
<b>Attach Insurance Statements of All Payments and Rejections to Match Each Bill.</b> <b>Attach Copies of Canceled Checks and/or Receipts for Any Bills Paid by Victim/Claimant</b>			



## 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, the discovery of or identification 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, home health care, and medical equipment and supplies).

**REPLACEMENT OF PERSONAL CARE ITEMS ESSENTIAL TO BODILY FUNCTIONS**  
Compensable physical damage includes not only damage to the body but also to prosthetic devices, wheelchairs, walkers, eyeglasses, hearing aids, dental appliances, prescription medications, or other personal care items essential to immediate bodily functions.

**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. **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 dependant 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.

If insurance is unavailable, a health care facility may file a claim for reimbursement of **FORENSIC RAPE EXAMS** with the Victims Compensation Program. **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. Health care facilities may not charge the victim for the cost of forensic rape exams.

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 may be eligible if there is evidence that Reckless Endangerment would be charged if the offender were to be arrested.

**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 Paid 1998/1999	% of Total	Amount Paid 1999/2000	% of Total
Hospital Fees	\$1,540,476	30.81%	\$1,757,105	29.70%
Funeral Expenses	\$837,642	16.75%	\$775,239	13.11%
Physician Fees	\$816,618	16.33%	\$906,044	15.32%
Loss of Earnings	\$712,550	14.25%	\$1,067,110	18.04%
Cash Loss of Benefits	\$205,327	4.11%	\$160,365	2.71%
Loss of Support	\$239,227	4.78%	\$368,800	6.23%
Counseling	\$132,903	2.65%	\$164,068	2.77%
Dental Fees	\$209,037	4.18%	\$213,562	3.61%
Ambulance	\$86,448	1.73%	\$86,021	1.45%
Miscellaneous**	\$9,982	0.20%	\$35,677	0.60%
Home Care	\$66,890	1.34%	\$182,150	3.08%
Forensic Rape Exams	\$55,994	1.12%	\$77,821	1.32%
Medications	\$24,493	0.49%	\$42,819	0.72%
Medical Equipment	\$53,615	1.08%	\$52,352	0.89%
Travel Expenses	\$6,801	0.14%	\$15,323	0.26%
Attorney Fees	\$2,180	0.04%	\$7,008	0.12%
Child Care	\$0	0.00%	\$4,421	0.07%
<b>TOTAL</b>	<b>\$5,000,183</b>		<b>\$5,915,885</b>	

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



# SUMMARY OF CLAIMS PROCESS

## NEW CLAIMS

When the claim is received in the Victims Compensation Program, 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. The Legal Assistant 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 incomplete documents are returned to the sender with a checklist requesting additional information. The Legal Assistant follows 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 administratively 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 or faxing 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 Program 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. She/he **REVIEWS** all documents in the file and **DETERMINES** the payable losses. The Legal Assistant prepares a written **Review & Determination**. After the Review and Determination is typed by the clerical staff, the **AWARD DECISION** is forwarded for review. For most claim types, the completed claims of one Legal Assistant are assigned for review to another Legal Assistant on a weekly rotation. If the Legal Assistant decides that contribution or denial may be an issue, or involves Loss of Support, the claim and a narrative explanation are forwarded to the Claims Review Officer for review and determination.

A Claims Review Officer approves or rejects a recommendation for contribution or denial. 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 the Claims Review Officer or the Legal Assistant have recommended the payment of a claim, the Review & Determination and information on the appeal process are sent to the victim/claimant. At the same time, check requests are sent to the **DEPARTMENT OF TREASURY** in the amounts recommended. The victim/claimant has 30 days from the date of the Review & Determination to request a **reconsideration** of the decision. If the claimant is satisfied with the award decision, the provided waiver card must be signed and returned to the Program, authorizing staff to immediately release payment **CHECKS** upon receipt from Treasury to the claimant and/or providers before 30 days have expired. If 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. After 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 Review & Determination. 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.

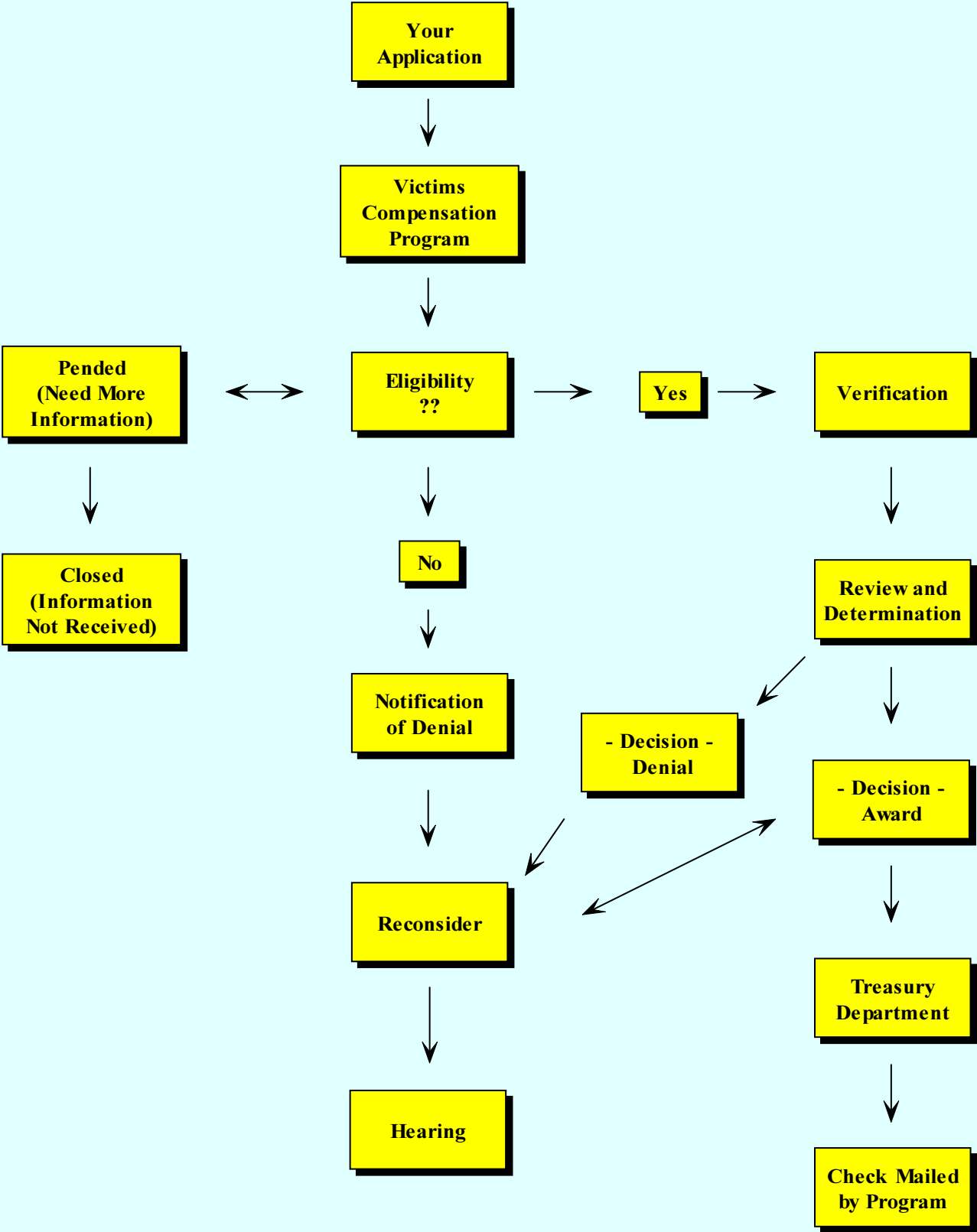
### **EMERGENCY AWARD CLAIMS**

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 a Claims Review Officer and Emergency Award checks are issued internally through the Program.

### **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, and the checks are issued internally through the Program.

# Victims Compensation Program How the Process Works



## STATE FISCAL YEAR 1999 - 2000 Claims Processing Summary

Number of Claims Received	2,594
Number of Claims Accepted for Eligibility	2,411
Number of Claims Approved for Payment	1,912
Dollar Amount of Claims Approved for Payment*	\$4,677,043
Average Amount Awarded for Claims Approved	\$2,446
Number of Claims Denied	528
Number of Claims Withdrawn or Administratively Closed	264
Number of Claims Pending Additional Information from the Claimant	119
Number of Claims in Process at End of State Fiscal Year	
Initial Claims	434
Supplemental Claims	40
Average Total Processing Time for Claims	10.19 weeks
Number of Emergency Awards	140
Amount Paid Through Emergency Awards	\$92,144
Average Amount Paid for Emergency Awards	\$658
Number of Supplemental Claims Approved for Payment	781
Amount Awarded for Supplemental Claims	\$1,251,049

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

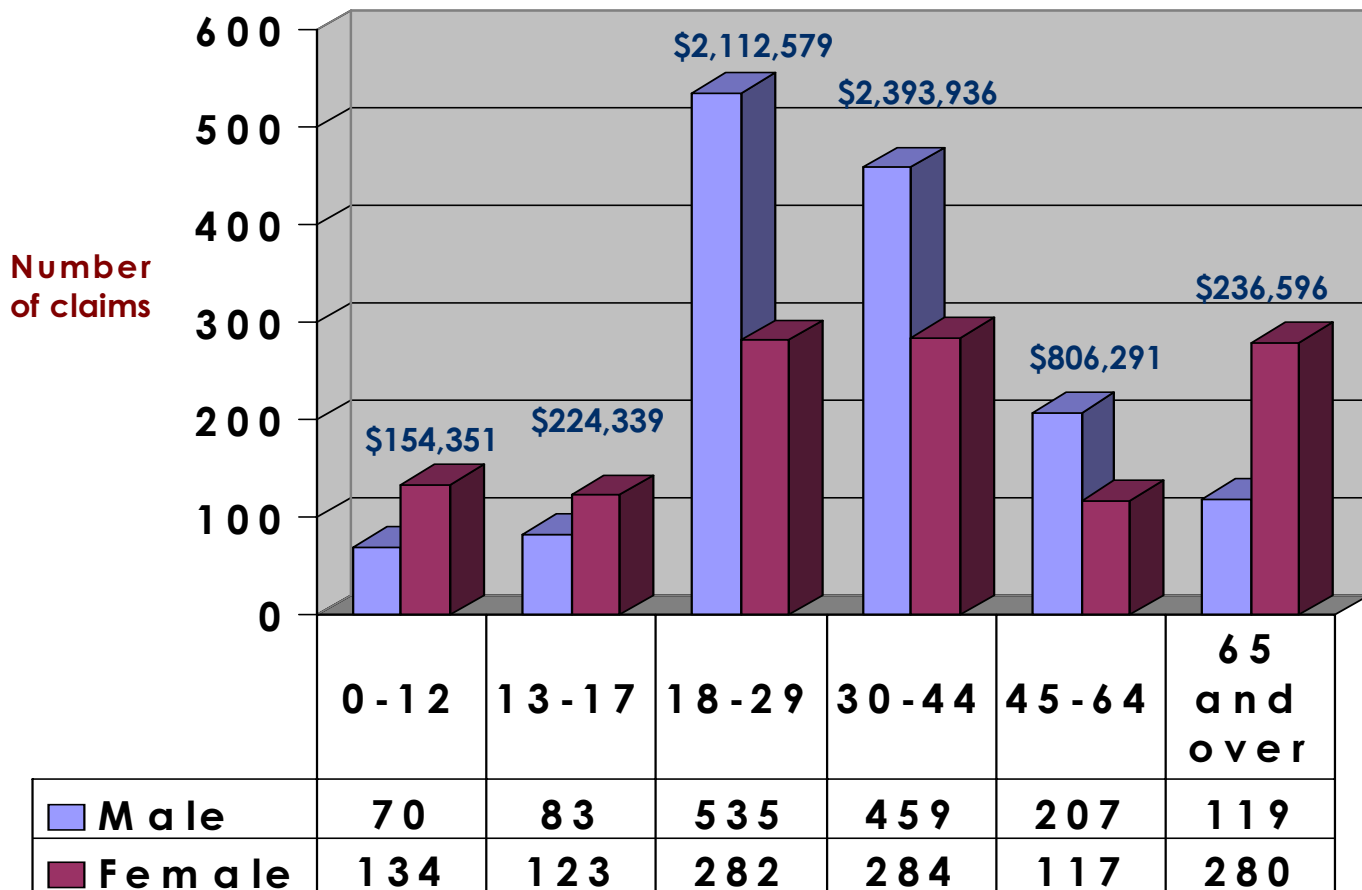
## CLAIMS AWARDED BY CRIME TYPE

Claims Approved for Payment as of June 30, 2000

Type of Crime	Number Awarded	Amount Awarded
Assault	1,295	\$3,897,830
Assault - Family	10	\$5,853
Assault - Intervenor	13	\$48,186
Assault - Married/Spouse/Partner	40	\$110,285
Arson Injury	1	\$5,018
Driving Under the Influence	51	\$317,226
Federal Crime	0	\$0
Homicide	418	\$1,097,108
Homicide - Arson	4	\$9,034
Homicide - Family	36	\$38,503
Homicide - Intervenor	0	\$0
Homicide - Partner	36	\$40,462
Auto by Intent/Reckless Endangerment	4	\$7,403
Forensic Rape Exam	227	\$79,415
Robbery	306	\$117,917
Burglary	81	\$35,421
Theft-by-Deception	33	\$18,759
Sexual Assault - Family	90	\$56,236
Sexual Assault - Non-family	40	\$38,624
Stalking/Harassment	8	\$4,812
<b>TOTAL*</b>	<b>2,693</b>	<b>\$5,928,092</b>

\*Includes Initial, Emergency, Minimum Order, and Supplemental Claims.

## CLAIMS AWARDED BY GENDER AND AGE

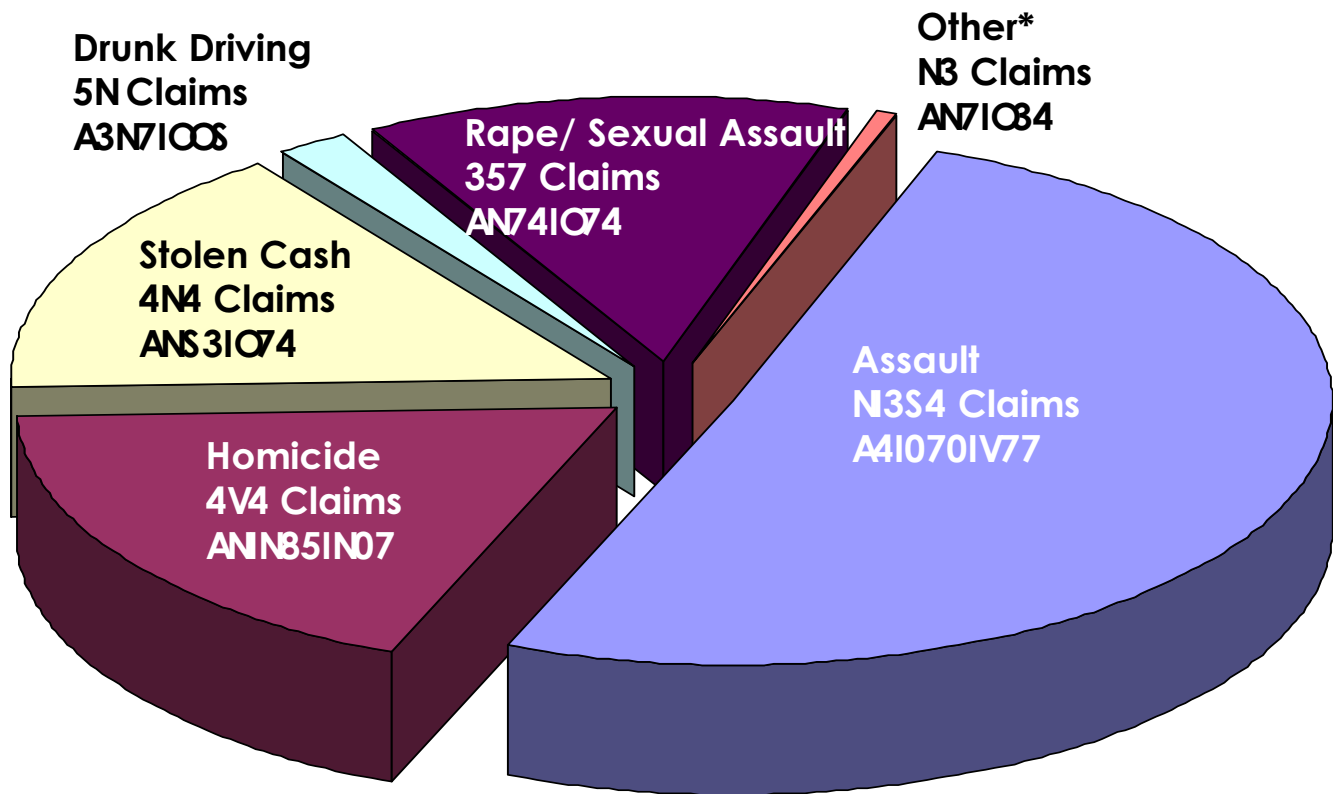


Victims assisted by the Crime Victims Compensation Program run the whole gamut of ages, from infants to the elderly. During this reporting period, the youngest victims were children under the age of one, and the oldest victim was a 98-year-old female.

Of the 2,693 victims for whom compensation was awarded, the largest portion was granted to persons between the ages of 18 to 29 (817 claims or 30.33% of all claims awarded). The largest number of claims awarded to men (535 claims or 36.32% of all male victims) was also from this age range. The largest female population to receive compensation were age 30 to 44 (284 claims or 23.27% of all female victims).

Male victims accounted for 54.70% of all the claims awarded (1,473) and 74.70% of the money awarded (\$4,427,796). Female victims accounted for 45.30% of all claims awarded (1,220) and 25.30% of the money awarded (\$1,500,296).

## AWARDS BY TYPE OF CLAIM



\***Other** could include such crimes as Arson/Injury; Intentional Use of a Vehicle as a Weapon/ Reckless Endangerment; Stalking/Harassment; and Federal Crime (Kidnapping and Transport Across State Lines, Terrorism).

## ACTIVITY SUMMARY

The tables on the following pages report and compare Crime Victims Compensation data from each county for the 1998/1999 and 1999/2000 Fiscal Years.

### DEFINITIONS

**Received\*** New claims (not including supplementals) received during the State Fiscal Year 1999-2000 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 1999-2000 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. The Amount Paid column may reflect claims awarded in a prior fiscal year.

County	Received		Awarded		Denied		Amount Paid	
	98/99	99/00	98/99	99/00	98/99	99/00	1998/1999	1999/2000
<b>Adams</b>	36	19	28	18	6	5	\$ 23,752	\$ 27,696
<b>Allegheny</b>	173	204	115	160	26	30	\$ 465,561	\$ 711,168
<b>Armstrong</b>	2	8	1	0	0	2	\$ 11,609	\$ 10,450
<b>Beaver</b>	32	26	28	18	3	4	\$ 111,549	\$ 95,360
<b>Bedford</b>	5	4	5	2	0	1	\$ 9,750	\$ 18,435
<b>Berks</b>	48	50	30	29	18	15	\$ 91,224	\$ 100,065
<b>Blair</b>	1	12	1	4	1	2	\$ 18,561	\$ 20,323
<b>Bradford</b>	12	3	3	6	5	3	\$ 3,089	\$ 3,337
<b>Bucks</b>	42	47	24	29	11	7	\$ 120,532	\$ 112,684
<b>Butler</b>	21	18	13	15	3	7	\$ 66,538	\$ 69,151
<b>Cambria</b>	27	27	14	14	7	7	\$ 72,674	\$ 51,991
<b>Cameron</b>	0	0	1	0	0	0	\$ 31,500	\$ 00
<b>Carbon</b>	5	6	4	3	3	1	\$ 14,039	\$ 15,354
<b>Centre</b>	9	12	9	7	0	3	\$ 44,428	\$ 29,980
<b>Chester</b>	46	49	34	40	9	4	\$ 115,495	\$ 166,566
<b>Clarion</b>	4	5	5	2	1	2	\$ 17,279	\$ 6,419
<b>Clearfield</b>	22	24	13	19	4	5	\$ 41,941	\$ 48,854
<b>Clinton</b>	7	6	3	6	1	2	\$ 1,084	\$ 8,163
<b>Columbia</b>	6	8	0	2	1	4	\$ 272	\$ 4,106
<b>Crawford</b>	4	14	2	7	0	4	\$ 2,643	\$ 7,669
<b>Cumberland</b>	52	47	26	31	13	8	\$ 76,609	\$ 60,415
<b>Dauphin</b>	74	123	53	91	18	21	\$ 110,575	\$ 125,450
<b>Delaware</b>	103	117	85	79	13	21	\$ 224,672	\$ 172,656
<b>Elk</b>	5	8	2	7	1	1	\$ 11,898	\$ 16,346
<b>Erie</b>	44	53	28	51	5	3	\$ 43,936	\$ 124,500
<b>Fayette</b>	17	17	5	13	4	4	\$ 24,469	\$ 28,361
<b>Forest</b>	0	1	0	1	1	0	\$ 00	\$ 7,672



County	Received		Awarded		Denied		Amount Paid	
	98/99	99/00	98/99	99/00	98/99	99/00	1998/1999	1999/2000
Franklin	27	15	15	12	9	4	\$ 20,014	\$ 67,890
Fulton	3	0	1	0	1	0	\$ 1,128	\$ 00
Greene	2	5	1	4	1	0	\$ 10,000	\$ 6,474
Huntingdon	3	6	3	0	0	2	\$ 2,441	\$ 00
Indiana	8	13	5	4	0	3	\$ 21,268	\$ 9,772
Jefferson	0	4	0	3	0	0	\$ 00	\$ 2,050
Juniata	1	1	0	1	1	1	\$ 00	\$ 13,365
Lackawanna	18	31	10	25	3	6	\$ 40,226	\$ 63,181
Lancaster	137	107	113	94	12	16	\$ 224,991	\$ 223,318
Lawrence	25	33	15	19	6	5	\$ 31,242	\$ 71,932
Lebanon	19	22	10	13	6	7	\$ 18,848	\$ 51,234
Lehigh	43	36	39	24	4	7	\$ 119,547	\$ 91,084
Luzerne	37	32	28	28	7	4	\$ 116,590	\$ 104,344
Lycoming	23	33	17	27	3	7	\$ 23,780	\$ 41,472
McKean	2	3	2	1	0	0	\$ 7,285	\$ 303
Mercer	9	12	4	5	3	7	\$ 13,571	\$ 24,420
Mifflin	13	15	10	11	1	2	\$ 17,904	\$ 55,929
Monroe	15	29	9	16	4	2	\$ 23,664	\$ 39,150
Montgomery	69	74	39	43	21	20	\$ 160,442	\$ 183,382
Montour	0	1	0	1	0	0	\$ 00	\$ 1,630
Northampton	30	19	11	16	9	7	\$ 23,517	\$ 59,657
Northumberland	10	10	9	9	0	2	\$ 32,349	\$ 17,759
Perry	3	4	1	1	3	1	\$ 1,682	\$ 2,805
Philadelphia	942	854	630	686	185	167	\$ 1,668,974	\$ 1,765,663
Pike	0	2	2	2	0	0	\$ 10,241	\$ 360
Potter	5	0	1	0	2	1	\$ 1,035	\$ 1,998
Schuylkill	41	32	22	23	10	8	\$ 51,172	\$ 102,241
Snyder	2	2	2	2	1	0	\$ 2,738	\$ 00
Somerset	5	15	0	10	1	3	\$ 2,662	\$ 62,030
Sullivan	2	1	0	0	1	0	\$ 00	\$ 00
Susquehanna	3	4	1	3	1	1	\$ 1,796	\$ 10,290
Tioga	4	6	2	4	2	0	\$ 5,090	\$ 11,063
Union	2	4	3	3	0	0	\$ 6,016	\$ 4,924
Venango	11	8	3	5	5	1	\$ 4,234	\$ 8,928
Warren	10	4	2	4	0	4	\$ 5,156	\$ 11,912
Washington	30	37	14	25	5	9	\$ 41,458	\$ 101,306
Wayne	2	5	3	3	0	1	\$ 5,121	\$ 5,439
Westmoreland	30	48	21	24	7	7	\$ 120,963	\$ 61,222
Wyoming	0	3	0	2	0	1	\$ 351	\$ 7,425
York	76	50	32	36	11	22	\$ 44,863	\$ 186,428
Out-of-State	97	106	63	69	17	34	\$ 362,145	\$ 400,334
<b>TOTAL</b>	<b>2,556</b>	<b>2,594</b>	<b>1,675</b>	<b>1,912</b>	<b>496</b>	<b>528</b>	<b>\$ 5,000,183</b>	<b>\$ 5,915,885</b>

## REASONS FOR DENIALS/CLOSINGS

<b>DENIALS</b>	<u>Number of Claims</u>	
	1998/1999	1999/2000
No minimum loss, no compensable loss, ineligible expense	75	74
Failure to cooperate with police or assist with the prosecution of the offender	38	34
Other resources available for services provided	55	85
Stolen cash was not a compensable category or primary source of income	13	8
No crime occurred as per the Act	22	21
No record of having been reported to the proper authorities, late filing with police	9	8
Victim contributed to the crime or committed an illegal act, causally linked to the crime	69	51
Late filing of the claim	24	25
Property loss only	3	5
Other: ineligible claimant, duplicate claim, out-of-state incident, false claim, etc.	5	5
Pended claim denial (insufficient information to determine eligibility)	183	212
<b>SUBTOTAL</b>	<b>496</b>	<b>528</b>
 <b>CLOSINGS</b> (eligible claims, unable to make an award)		
Failure to respond	44	137
Application withdrawn	13	94
Abandoned, cannot locate	1	9
Administratively closed - waiting for investigation to be completed, claim held at request of claimant, no police report	5	24
<b>SUBTOTAL</b>	<b>63</b>	<b>264</b>
 <b>TOTAL</b>	 <b>559</b>	 <b>792</b>

# Enhancing Compensation Services

The Crime Victims Compensation Program has undergone many changes within the last year. Processing time has decreased again, while the number of claims submitted has risen. Improvements in staffing, technology, and procedures have added to the efficiency and productivity of the Victims Compensation Program.

As of June 2000, the average processing time for a claim was 10.19 weeks. The processing time at the end of Fiscal Year 1998/1999 was 11.77 weeks. This is a significant drop from Fiscal Year 1996/1997, when the processing time was 26.50 weeks. Claims submitted from January 1 - June 30, 2000 have increased by 25% over the number submitted for the same period in 1999.

The Bureau of Victims' Services is currently working with an independent consulting firm to re-evaluate the current claims processing system and to redesign a new system tailored to the needs of the victims served, the staff, the parameters of the program, and existing state-of-the-art technology. Progress to date has included meeting with senior management staff to outline intended goals and expectations, conducting a walkthrough of the Victims Compensation Program to map out the current workflow and staff configurations, holding extensive "envisioning" sessions with all staff of the Program to understand all of the processing steps from the initial submission of the claim to its ultimate and final disposition, and developing new ways and methods to increase productivity through new technology and reassigned responsibilities, while reducing the repetitive and manual-labor intensive processes and overabundance of paperwork. The final Detailed Systems Design was delivered in June of 2000, with Phase II, the data conversion, training, and implementation following through the remainder of the year and into 2001.

A new claim form and accompanying claim form instruction book were developed and then distributed throughout the first quarter of 2000 to all victim service agencies and police departments in the Commonwealth. The new form has been redesigned to make its completion easier and user-friendly, as each section is color-coded to match a corresponding section in the claim form instruction book, which explains how to fill out each section and what information or documentation is required. By making the form easier to complete and explaining what needs to be submitted, the claim requires less follow-up work and verification from the Program staff, enabling shorter review and determination time, quicker processing, and ultimately, faster financial assistance to crime victims in need.

The Outreach and Training Section has conducted an extensive training program that offers multiple and on-going training opportunities every month for not only victim advocates, but to others whose role is equally vital to supplying the appropriate and necessary information to victims whenever and wherever they are encountered. The Outreach Section has provided specialized crime victims compensation training to statewide law enforcement agencies, invitations being extended to all police departments, the Philadelphia Victim Assistance Officers, sheriffs and deputy sheriffs, constables, and adult and juvenile probation departments. Increasing awareness of the program, its

benefits and eligibility requirements, has resulted in not only an increase in the number of claims submitted, but a corresponding improvement in the correctness and completeness of the claims, again resulting in lowering the overall turnaround time for claim processing. Medical provider personnel were also targeted for a specialized training tailored to their own individual needs and issues.

A Victim Response Survey was implemented in January 2000, in an effort to keep victims of crime in the loop of progress. A victim response survey card is enclosed with every Review and Determination that is mailed to a victim/claimant. The victim/claimant can choose to complete a series of questions and mail the survey card to the Compensation Program or to call a toll-free number and answer a series of prerecorded questions. If a victim/claimant wishes to discuss their experience with the Compensation Program or provide additional comments they may request that a Victims Compensation Program staff member contact them. Comments received from victims/claimants include: *“I was satisfied with the compensation process very much”* and *“I think this is a very good program you have there. I really did need some help and you folks were able to give it to me. I truly appreciate it.”*

From the beginning of January through June 30, 2000, 1,260 award letters have been mailed to claimants. Of this amount, the Program has received 463 responses, either through the return of the survey card, or by a message left on the specialized voice-mail phoneline.

Information compiled from this survey is reviewed to determine future training topics and to improve the compensation process.

To immediately make accessible to victim advocates updates, policy changes, and procedures relating to the Victims Compensation Program, a **Compensation Action** newsletter is forwarded to the advocates on an as-needed basis. Information such as Replacement of Personal Care Items Essential to Bodily Functions, Removal of Contribution on Flimflams/Pigeon Drop Cases, Accelerated and Immediate Payment for Protracted Loss of Support Awards, and New Eligibility For Law Enforcement are a few of the policy revisions provided to advocates.

A commitment of the Victims Compensation Program is to ensure that victims are treated with dignity, respect, courtesy, and sensitivity as their claims are being processed. This commitment is demonstrated by in-service trainings held for the Bureau of Victims' Services staff. Victim service agencies are invited to provide the Bureau with training regarding specific victim issues. In-service trainings addressing the needs of domestic violence and sexual assault victims have been held. Other topics addressed have been vicarious traumatization, understanding the grading and sentencing of charges within the criminal justice system, victimization by juvenile offenders, the aftermath of DUI, as well as other relevant victim issue trainings.

Meeting the needs of crime victims through education, training, technology, support, and collaboration is the heart of the commitment of the Compensation Program.

## EFFORTS TO FACILITATE THE PROCESSING OF CLAIMS

### Past

If the claimant rejected the Reaffirmation of the Denial and requested a hearing, the Bureau considered whether a hearing was necessary to further develop the facts in the claim. If a hearing was warranted, a hearing was scheduled and the claimant was required to appear before an independent hearing examiner and the Legal Counsel for PCCD.

The claimant was required to submit the claim form with his or her original signature. If the claim form was not signed, it was returned and no processing was initiated until the form, with an original signature, was mailed back to the Division.

The Division waited until the claim was received and eligibility was determined before sending verification letters to providers to gather information necessary to determine the claimant's losses.

If claimants indicated that they were on Medical Assistance at the time of the crime, a verification letter was mailed to the Department of Public Welfare to see what medical insurance benefits were available to cover the victim's medical bills. Average response time to receive this information was three weeks.

Loss of support awards were disbursed under a protracted payment schedule, with equal payment amounts spread out over many years, requiring yearly processing and the recall of the claim file from archives. Protracted payments could extend over 10 or more years.

The average time to process a claim as of June 30, 1999 was 11.77 weeks.

### Present

In some instances, Consultative Sessions are now provided to the claimant before a hearing is granted in which senior Division staff meet with the claimant to informally discuss the reasons for the denial and potentially to prepare the claimant for the hearing process. If the Bureau determines that a hearing is not warranted, it will issue a final decision based on the facts already developed.

The Division will now accept a faxed version of the claimant's signature. The claim form, as long as it is signed, may now be faxed directly to the Division. If a signature is required, a copy of the back of the claim form may be faxed to the claimant, who may fax it back once it is signed.

Blank verification forms are being provided to victim advocates so they can begin requesting information from providers on the claimant's behalf as soon as possible and submit it to the Division, allowing for a quicker collection of information needed to process the claim.

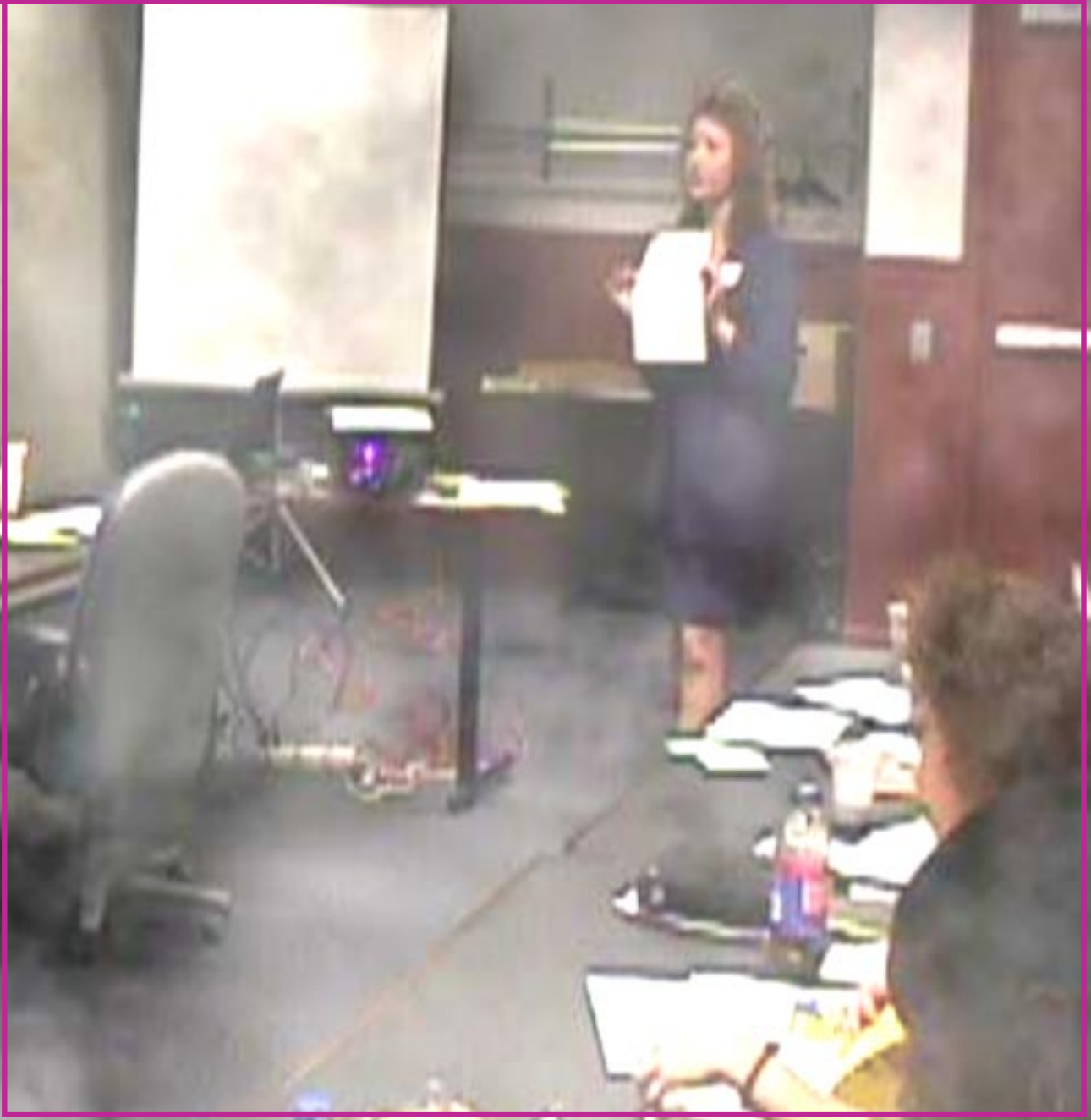
The Division staff now has direct internet access to the Department of Public Welfare's Medical Assistance Database. As soon as a claim is received, verification of the victim's available insurance benefits can be determined. The response time is immediate.

If extenuating financial circumstances necessitate, the Division has the authority to provide lump sum payments for loss of support protracted awards, or under lesser conditions, paid out in a 3- or 5-year payment plan.

The average time to process a claim as of June 30, 2000 is 10.19 weeks.



# VI. Outreach and Training







In June 1999, The [Outreach and Training Section](#), in partnership with two hundred victim advocates, created a comprehensive training plan. The training plan was based on the results of a survey conducted by the Section. The targeted audiences were professionals whose service capacity included victims of crime. Those professionals, identified by the victim advocates, were law enforcement officers, funeral directors, probation and parole officers, district justices, hospital personnel, and representatives from local Area Agencies on Aging. The training focused on the benefits of the Compensation Program and the Victims' Bill of Rights.

The primary goal of the partnership was to effectively increase the awareness of the Compensation Program and to ensure that all victims of crime who suffered an undue financial hardship as the direct result of the crime were provided with information regarding the benefits of the Program and assistance with the preparation of, submission of, and the follow-up on victims compensation claims.

The comprehensive, multi-county trainings were entitled [Connecting Victims to Compensation](#). The trainings were hosted by the following counties:

<b>Allegheny</b>	<b>Bucks</b>	<b>Butler</b>	<b>Cambria</b>	<b>Chester</b>
<b>Columbia</b>	<b>Crawford</b>	<b>Cumberland</b>	<b>Elk</b>	<b>Lackawanna</b>
<b>Lehigh</b>	<b>Luzerne</b>	<b>Mifflin</b>	<b>Philadelphia</b>	<b>Washington</b>
<b>York</b>				

Local community leaders such as district attorneys and law enforcement officers, who were recommended by the victim advocates, welcomed participants to each training and encouraged them to become actively involved in providing information on the benefits of the Compensation Program to victims of crime with whom they came in contact. Victim service program advocates from each county presented an overview of the services that they provide to victims of crime. The professionals who attended the trainings are now aware of the benefits of the program and can refer victims of crime to their local victim service programs for assistance with filing compensation claims.

A victim advocate's evaluation of the training stated, "*Presentation was precise, informative, and captivating. In addition, meeting other victim service agencies is an important tool for future use.*" A police officer who attended said, "*It was a pleasure to participate in this program. The information was very helpful and will definitely help me through my profession in law enforcement.*" More than 700 professionals attended the trainings.

[In addition](#) to the Connections trainings held throughout the state, the Victims Compensation Program began holding [Central Compensation Trainings](#) at the Pennsylvania Commission on Crime and Delinquency's headquarters in Harrisburg. The Central trainings were designed to provide basic compensation training and to offer specialized claims clinics. Specialized clinics provide training to victim advocates on the filing of specific claims such as domestic violence, sexual assault, loss of support, loss of earnings, and driving under the influence. The clinics provide the advocates with the opportunity to discuss technical questions and individual cases while maintaining victim confidentiality. Senior staff members of the Victims Compensation Program lead the clinics.

Basic compensation training is offered to law enforcement officers, district attorneys, probation and parole officers, district justices, clerks of courts, court administrators, advocates, and hospital personnel (as hospital personnel often have the first contact with a victim outside the system). Initially, the trainings were scheduled on a monthly basis. However, as a result of the overwhelming response to the trainings, additional monthly trainings are currently offered to accommodate the requests. Since February, nine Central Trainings have been conducted, educating 160 professionals in total on the compensation program. Participants who have attended the trainings have indicated their satisfaction. One advocate's evaluation of the training was:

*"I came to the training knowing nothing and I'm leaving feeling very confident."*

**Technical Assistance** to programs that provide compensation assistance is another avenue the Outreach and Training staff are pursuing. Data compiled from a recent survey conducted by the Bureau of Victims' Services provided information as to how each victim service program provided compensation assistance to victims in their community. The survey revealed that some victim service programs provide direct compensation assistance while others make referrals within their county.

The Outreach and Training Section staff encourage the victim service programs to develop and implement a compensation referral system within their county to ensure that victims of crime receive information and assistance with compensation claims. As of this writing, ten technical assistance trainings have been conducted at victim service agencies, with a total of 39 advocates in attendance.

**The Outreach staff** consistently provides compensation training to state associations such as the State Coroners Association, Chiefs of Police Association, and Crime Prevention Officers. Articles announcing compensation trainings and information regarding the program's benefits have been published in the PCCD's Deputy Sheriffs' Educational and Training Board newsletter and the Pennsylvania Hospitals Association's newsletter.

A compensation training curriculum for law enforcement officers and deputy sheriffs, which covers the Victims' Bill of Rights and the Victims Compensation Program's eligibility requirements and benefits, has been submitted to the Municipal Police Officers Education and Training Commission and included in the Deputy Sheriff's training curriculum. The curriculum development was an effort to assist all law enforcement officers in meeting their statutorily created responsibilities to victims of crime.

*Consideration for victims of crime is our highest priority.*

The *Pathways and Partnership Newsletter* for the Bureau of Victims' Services is published on a quarterly basis. The purpose of the newsletter is to provide information to a diverse number of victim advocates and other professionals within the Commonwealth. Policy changes within the Compensation Division, legislative updates, training opportunities, and scheduled victim service-related meetings are provided in each issue. New initiatives within the field of victim services are highlighted. Model victim service programs are featured to show innovative responses and approaches to the particular concerns of the communities they serve.

The *Crime Victims Rights and Services Act (Act 111 of 1998)* delineates the responsibilities and obligations of law enforcement to victims of crime: *Law enforcement shall within 48 hours of reporting give notice to the direct victim or, if appropriate, a member of the direct victim's family of the availability of crime victims' compensation.* In an effort to assist both state and local law enforcement officers in meeting their obligation more than 31,000 compensation claim forms, instruction booklets on how to complete a claim form, and 8,000 compensation hand-out pads were mailed to more than 1,200 law enforcement agencies throughout the Commonwealth.

*Resource materials* to support and increase the knowledge of the Compensation Program are available for distribution upon request. Crime Victim Compensation Brochures, posters in English and in Spanish, Fact and Instructional Sheets for specific types of compensation claims, pocket size compensation hand-out pads, revised claim forms, and instructional booklets for completing the claim form have been developed.

Victims Compensation Program materials are also available on the Internet by accessing PCCD's website. An overview of the eligibility requirements, the application, Questions and Answers, brochures, supplemental compensation forms, and other compensation-related resources are accessible at the website, along with information on upcoming training seminars and conferences, with the capability to download the application, at [www.pccd.state.pa.us](http://www.pccd.state.pa.us).

The first annual *Pathways for Victim Services Conference* was held in November 1999. Conference attendees included staff of comprehensive service agencies, rape crisis centers, domestic violence agencies, and Mothers Against Drunk Driving (MADD), as well as law enforcement, probation and parole officers, prosecutors, victim/witness coordinators, and health care professionals. Recognizing the benefits of bringing multiple disciplines together, the conference was designed to inspire and encourage. Local, state, and national presenters shared recent developments in the field, along with practical techniques for improving services to victims. Attendees chose from 40 workshops on topics such as violence prevention, victims compensation, restorative justice, domestic violence, juvenile justice issues, and other workshops to enhance the skills of advocates.

The conference featured the first *Governor's Victim Service Pathfinder Awards*, which were presented to an individual in four different categories: Survivor/Activist; Individual/Direct Service Provider; Organizational Capacity Building; and Outstanding Victim Service Program in Pennsylvania. There were four separate awards acknowledged at the First Annual Governor's Victim Service Pathfinder Awards Presentation.

- ★ The Individual/Direct Service Award was presented to Pamela Grosh of the Lancaster County Victim/Witness Assistance Program for her outstanding service as a victim assistance practitioner within a Pennsylvania victim service agency.
- ★ Barbara Clark of the Network of Victim Assistance (NOVA), Bucks County, received the Organizational Capacity Building Award for her outstanding work in enhancing the capacity or ability of a Pennsylvania victim service agency in fulfilling its mission in service to victims within the community.
- ★ The Survivor/Activist Award was presented to Nancy Oppedal of the Adams/York Chapter of Mothers Against Drunk Driving (MADD) for her courageous efforts of channeling her own experience into a visible contribution to the victim services movement in Pennsylvania.
- ★ The Program Award was also presented to The Women’s Center and Shelter of Greater Pittsburgh for their notable contributions to the field of victim services, their history of meeting the needs of the total community, and their excellent reputation for delivering services to the community as a whole.

The goal of the conference was to offer victim service professionals the opportunity to come together, share ideas and information, learn about progress in the field, and return to the field inspired.



The period of April 9 - 15, 2000 marked the 20th anniversary of National Crime Victims’ Rights Week, commemorating crime victims in Pennsylvania and those who have offered support through professional and voluntary service in the field of victim assistance. On April 10, nearly 400 victims, survivors, advocates, and legislators gathered in front of the State Capitol for Pennsylvania’s eighth annual Victims’ Rights Rally, hosted by the Coalition of Pennsylvania Crime Victims Organizations (COPCVO).

The rally included a reading of Governor Tom Ridge’s proclamation of April 9 - 15 as Victims’ Rights Week in Pennsylvania; the presenting of COPCVO’s annual recognition award to Tom Corbett, Chairman of PCCD; and the sharing of songs, stories, and poetry from victims and families of victims. The theme for the 2000 rally was “Dare to Dream,” honoring the advances made in the victims’ rights movement in recent years, and the hopes and dreams for the future of the movement in the new millennium.

