



FY09 PERFORMANCE PLAN

Office of Victim Services

MISSION

The mission of the Office of Victim Services (OVS) is to ensure that all individuals who are victimized by violent crime have access to and obtain quality services offered by skilled providers at District and community agencies.

SUMMARY OF SERVICES

OVS administers federal and District grants to agencies and organizations that offer services to crime victims, including crisis intervention, counseling, case management, outreach, education and housing; advises the Executive Office of the Mayor on policy and legislation relevant to crime victims; and provides leadership in the development and implementation of new victim-related initiatives and programs.

OBJECTIVE 1: Create and sustain a coordinated community response to all victims of violent crime that is sensitive, respectful, age appropriate and culturally competent.

INITIATIVE 1.1: Coordinated Community Response to Young Victims ages 11-17.

OVS is currently working to build and maintain a coordinated community response to young victims of violent crime ages 11-17. The second year of the effort will expand in scope to include a focused initiative within the DCPS Full Service Middle School program that involves age appropriate outreach to youth about healthy relationships, conflict resolution, building self-esteem, and impact of violent victimization; expanded outreach to and education of parents, teachers, school administrators, and health workers on recognition of and response to victimization among youth; and stakeholder training and technical assistance to institutionalize a District-wide mental health response to young victims employing age appropriate, evidence-based practices.

Outcomes:

- Coordinated response to victimization among youth
- Effective and timely intervention
- The prevention of future violence

INITIATIVE 1.2: Implement Emergency and Transitional Housing Initiative

The lack of supportive housing for survivors of domestic violence and their children is of critical concern. OVS partners with the DC Office of Housing and Community Development and not-for-profit lenders to lease, purchase, and/or renovate multi-family buildings to serve as safe and confidential emergency, transitional, and long term supportive housing. The District Alliance for Safe Housing (DASH), which was created in FY 2007 with OVS support, provides leadership to domestic violence service providers in the development of residential programs. OVS collaborates with the DC Superior Court Crime Victim Compensation Program to maximize the use of funds available to victims of domestic violence in need of emergency housing. In addition, a team of expert housing providers are building capacity, developing consistent District-wide standards of service, and establishing an integrated intake process so that survivors can be directed to suitable housing environments with culturally competent services.

Outcomes:

- 64 units of housing ready for occupancy in 2009
- Capacity building among supportive housing providers
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INITIATIVE 1.3: Sexual Assault Forensic Examination (SAFE) Program

To improve the District's response to victims of sexual assault who present at hospitals for a SAFE exam, OVS has entered into an agreement with the Washington Hospital Center to establish a SAFE program as part of its emergency department. The goal is to establish and institutionalize a patient evaluation and treatment process that provides timely and compassionate care to this group of patients and achieves compliance with standards established by the Violence Against Women Reauthorization Act of 2005.

Outcomes:

- A coordinated, centralized, hospital-based program for the sensitive, expeditious evaluation of and care for victims of sexual assault
- Capacity building to achieve a team of certified Sexual Assault Forensic Nurses (SAFE) on call to perform the exams

OBJECTIVE 2: Ensure that individuals who assist crime victims have access to excellent training and resources on victims' rights, the dynamics of victimization and the impact of violent crime.

INITIATIVE 2.1: District Crime Victim Assistance Academy

OVS will host the second District Crime Victim Assistance Academy in June 2009. The Academy is a 5-day university-level program attended by victim service providers, law enforcement, juvenile and criminal justice professionals, and allied professionals. The academic partner in this project is George Washington University School of Medicine and Health Sciences. District agencies and community organizations have taken an active role in developing the curriculum for the Academy as well as planning all aspects of the program. The Academy will be repeated annually with OVS leadership and District support. The Academy team will develop an Advanced Topics Series to educate experienced service providers on emerging issues best practices in the field.

Outcomes:

- Well-trained service providers
- Increased understanding of victim issues among all professionals working with victims
- Opportunities for relationship-building among system- and community- based organizations

OBJECTIVE 3: Maintain respectful, articulate, and productive relationships with all partnering organizations that provide services to or impact crime victims.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY 07 Actual	FY 08 Target	FY 08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Number of stakeholders trained on trauma response using evidence-based practices	N/A	N/A	N/A	68	140	150
Percentage of all District victim assistance providers trained at the District Victim Assistance Academy	N/A	20%	28%	28%	43%	58%
Number of SAFE nurses trained, certified and available to conduct exams at WHC	N/A	N/A	N/A	8	10	12
Percentage of SAFE case responses within 60 minutes of patient arrival at WHC	N/A	N/A	N/A	80%	90%	95%