



## Office of Victim Services

### OVS (FE)

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#### 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.

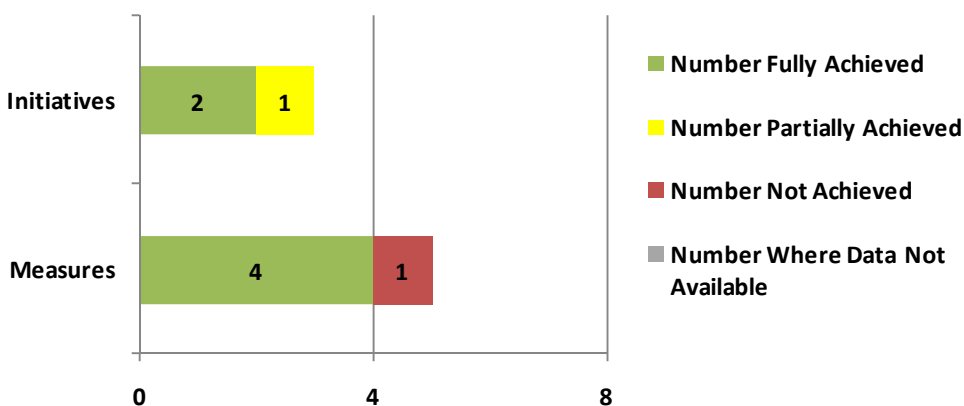
#### AGENCY OBJECTIVES

1. Create and sustain a coordinated community response to all victims of violent crime that is sensitive, respectful, age appropriate and culturally competent.
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.
3. Maintain respectful, articulate, and productive relationships with all partnering organizations that provide services to or impact crime victims.

#### 3 KEY ACCOMPLISHMENTS

- ✓ Three thousand three hundred and ninety-seven adults were trained on the dynamics of teen victimization and 75 clinicians received four days of intensive training on the use of Trauma Focused Cognitive Behavioral Therapy (TF-CBT) in response to teen victimization.
- ✓ Seventy-four new units of housing for victims of domestic violence and their children were acquired.
- ✓ Thirty-five practitioners and 22 academics and service providers participated in the first District Crime Victim Assistance Academy.

#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details



### Performance Assessment Key:

-  Fully achieved       Partially achieved       Not achieved       Data not reported

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


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-  **INITIATIVE 1.1: Launch teen victimization initiative.**  
**Partially Achieved.** On the teen victimization initiative OVS exceeded the goal of training adult stakeholders both on general aspects of teen victimization as well as an in-depth mental health response to traumatized teens using evidence-based practice. Moreover, besides training 75 clinicians on Trauma-focused Cognitive Behavioral Therapy (TF-CBT) through a grant to a community-based organization, OVS also entered into a partnership with the DC Department of Mental Health (DMH) to conduct an 18-month initiative, during which time, clinicians and staff at DMH, CFSA and DYRS as well as clinicians from community-based providers of mental health services to teens will receive TF-CBT training. OVS only partially met the goal of providing outreach and education to teens on the impact of violence and victimization because of limited access to the public school system during the DCPS school reorganization.
-  **INITIATIVE 1.2: Implement an emergency and transitional housing initiative.**  
**Fully Achieved.** Seventy-four new units of housing for victims of domestic violence and their children have been acquired and twenty-four units have been master-leased to provide emergency and transitional housing. All are in various stages of completion and three buildings will be occupied by the end of the first quarter of FY 2009.

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### 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.

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-  **INITIATIVE 2.1: Establish a District Crime Victim Assistance Academy.**  
**Fully Achieved.** The first District Crime Victim Assistance Academy was held from June 8 to June 13, 2008. George Washington University School of Medicine and Health Sciences and George Washington School of Education assisted OVS and a team of agency and organization leaders in victim services in the development of the curriculum. A grant from the US Department of Justice Office for Victims of Crime provided support for the five-day event.

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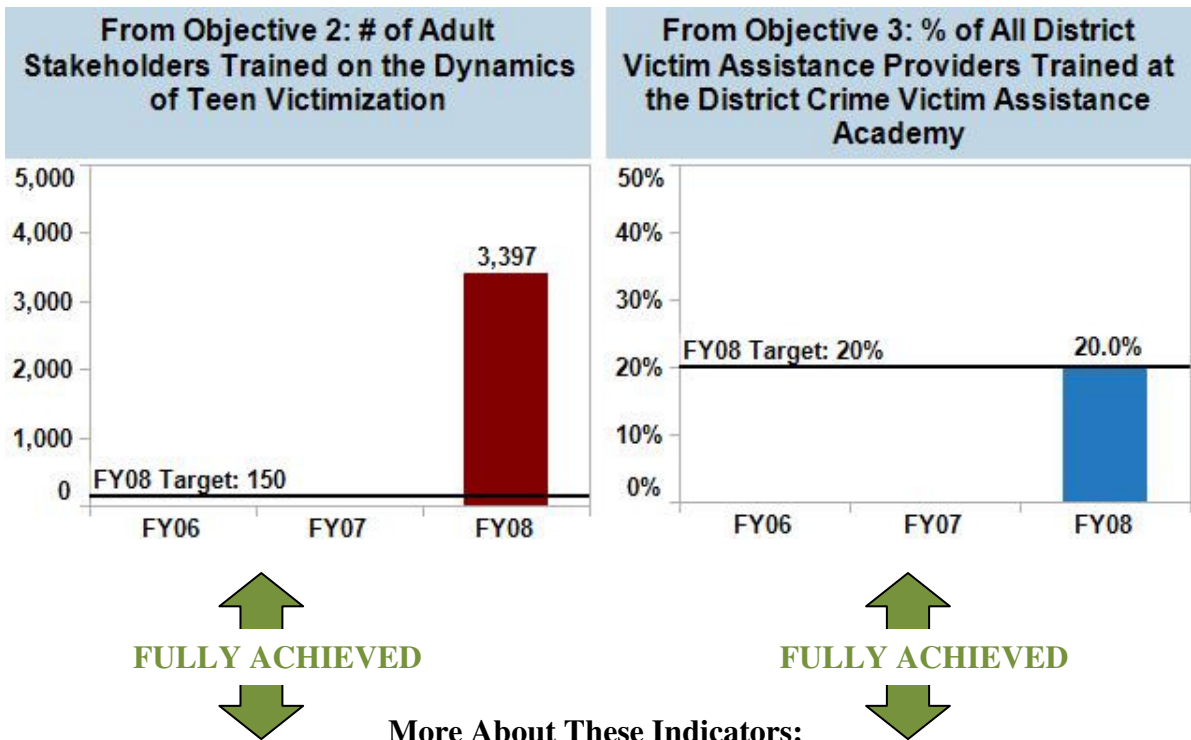
### OBJECTIVE 3: Maintain respectful, articulate, and productive relationships with all partnering organizations that provide services to or impact crime victims.

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*None applicable to this objective for FY08.*



## Key Performance Indicators – Highlights



### *How did the agency's actions affect this indicator?*

- Built on existing relationships between not-for-profits, school-based programs and adult education activities.
- Stressed the mental health impact of violence on youth.
- Trained clinicians and counselors on evidence-based trauma response therapies.
- Cross agency collaboration between OVS, CFSa and DMH allowed us to combine resources and use the National Child Traumatic Stress Network model to train stakeholders on the use of Trauma-Focused Cognitive Behavioral Therapy (TF-CBT).

### *What external factors influenced this indicator?*

- Duke University and Medical University of South Carolina specialists conducted the TF-CBT training, making participation in the training appealing to service providers.
- Access to public school activities was limited due to DCPS reorganization resulting in fewer trained teachers and administrators.

### *How did the agency's actions affect this indicator?*

- Awarded \$100K by the US Department of Justice to pay for the five-day conference.
- Worked with directors of victim serving agencies and organizations to create the Academy and its curriculum.
- An expert curriculum developer from George Washington University's School of Education assisted the team in developing trainings.
- Thirty-five people attended the Academy. Had OVS advertised more widely there might have been more diversity of applicants - we did not have representation from all victim serving groups.

### *What external factors influenced this indicator?*

- Directors from other agencies and not-for-profit organizations encouraged their eligible staff to participate in the Academy.
- Lack of availability of fundamental training on victims' rights, needs and concerns in the District created a natural demand for the program.



## Key Performance Indicators – Details

**Performance Assessment Key:**

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: Create and sustain a coordinated community response to all victims of violent crime that is sensitive, respectful, age appropriate and culturally competent.</b>					
<i>None applicable to this objective for FY08</i>					
<b>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.</b>					
<span style="color: red;">●</span> Percentage of DC teens receiving outreach on the dynamics and impact of victimization from violent Crime . . . . .	N/A	N/A	65%	22%	75%
<span style="color: green;">●</span> Number of trained adult stakeholders. . . . .	N/A	N/A	150	3,397	250
<b>OBJECTIVE 3: Maintain respectful, articulate, and productive relationships with all partnering organizations that provide services to or impact crime victims.</b>					
<span style="color: green;">●</span> Percentage of grantee queries responded to within 24 hours. . . . .	N/A	N/A	94%	95%	97%
<span style="color: green;">●</span> Percentage of grantee reimbursement requests processed within 15 days of receipt. . . . .	N/A	N/A	90%	95%	94%
<span style="color: green;">●</span> Percentage of all District victim assistance providers trained at the District Victim Assistance Academy. . . . .	N/A	N/A	20%	20%	40%