

## MONTHLY OBJECTIVE DEFINITIONS

Appendix D is not meant to be an all-inclusive or exhaustive list of victim services. Similarly, it is not intended to suggest programs must provide all sixteen services. Programs should use these model objectives where practicable, and add services as appropriate. Programs should not combine or otherwise alter these objectives if the services can fit the situation. An example of an appropriate objective to add would be, "Provide transportation to \_\_\_ victims per month to acquire necessary services".

All funded programs are required to provide compensation claims assistance and information to all victims in order to be eligible for continued funding.

Programs should list only those objectives for allowable services they will be providing on a regular basis. For instance, "To give 1 public education presentation twice a year," would be unacceptable. This is neither an allowable service nor a significant (material) frequency.

In the following section, a brief description and definition will be given for each objective. These are meant to give a broad and general understanding; we will be relying primarily on the service provider's good judgment in working with each objective.

1. PROVIDE ASSISTANCE IN COMPLETING THE COMPENSATION CLAIM APPLICATION TO \_\_\_ VICTIMS PER MONTH.

Compensation claims assistance includes any of the following but must include submitting the claim application to OVS:

- a) helping the victim/claimant fill in the claim form;
- b) helping the victim/claimant in assembling requested documentation; and/or
- c) assist the victim/claimant with an emergency award application and making necessary contacts with OVS
- d) submit the application to OVS for processing and keep a copy on file

This objective refers to the number of victims assisted in completing the compensation application. This includes submitting the claim application with the appropriate VAP ID# to OVS for processing. This service should be counted only once per victim per crime. Subsequent visits to complete any unfinished steps would be reported under personal advocacy.

2. PROVIDE COMPENSATION CLAIMS INFORMATION TO \_\_\_ VICTIMS PER MONTH.

Compensation claim information includes either of the following:

- a) Explain the benefits available under the OVS Compensation program to victims and;
- b) Document the outcome

One requirement for this contract is to ensure compensation information has been given to the victim. Each victim served must be made aware of the benefits of OVS's Victim Compensation program. This service should be counted only once per victim per crime. If after a thorough explanation of available benefits, or what would be available if the victim met the basic criteria to submit a claim, the claimant declines to file, the service has still been provided and should be reported on your monthly objective report and documented in the case record. Documentation should include the outcome (i.e. declines because of \_\_\_\_\_ no criminal justice report, no personal injury, etc.). It is not necessary that a claimant receives an award, or that they even mail in a claim for the agency to report that this unit of service has been provided.

### 3. OPEN \_\_\_ NEW CASES PER MONTH.

A new case occurs when you have contact with a victim/survivor for the first time for a specific crime or event and provide substantial services.

For instance, a victim/survivor is robbed in January; s/he would be considered a new case in January. If the same victim were robbed again in March, s/he would be considered a new case in March as well. However, in the case of domestic violence, the nature of the crime is that there is more than one related event and would not be considered a new case each time. For example, a victim of domestic violence enters the shelter in January and after returning home with the same batterer comes back to the shelter in March. This would not be considered a new case.

In order to determine if substantial services have been provided, the program should consider the number of services and the extent of services provided. To illustrate, a victim receiving one unit of information and referral would not receive the level of services required to open a new case. However, a victim receiving crisis intervention and any number of other services, in addition to information and referral, would have received substantial services and should be counted as a new case. When documenting a new case, the program must also collect demographic information, which identifies the type of crime and victim characteristics such as race/ethnicity, disability and age.

### 4. PROVIDE COUNSELING \_\_\_ TIMES PER MONTH.

Counseling refers to in-person crisis intervention, emotional support, guidance, and counseling provided by advocates, counselors, mental health professionals, or peers. Such counseling may occur at the scene of the crime, immediately after a crime, or on an on-going basis.

5. PROVIDE TELEPHONE COUNSELING \_\_ TIMES PER MONTH.

Telephone counseling refers to crisis intervention, emotional support, guidance and counseling provided by advocates, counselors, mental health professionals, or peers over the telephone. This service can be provided routinely by staff during normal business hours or through the 24-hour crisis hotline.

6. PROVIDE \_\_ FOLLOW-UP CONTACTS PER MONTH.

These contacts refer to the number of times staff utilizes telephones, e-mails, answering machines or cell phone text messaging to remind victims about court or other important appointments and to check on the victim's progress.

7. PROVIDE THERAPY \_\_ TIMES PER MONTH.

Therapy refers to intensive professional treatment for individuals, couples and family members by licensed mental health professionals.

8. PROVIDE SUPPORT GROUP(S) FOR \_\_ VICTIMS PER MONTH.

This objective refers to the number of victims per month who receive support group services, which include self help, and peer groups. A support group must contain two or more people. If only one person comes to group, the program should count that service under in-person counseling, not support group.

9. MAINTAIN A 24-HOUR HOTLINE FOR \_\_ CALLS PER MONTH.

This objective refers to the operation of a 24-hour, 7 day per week telephone service. All crisis calls received from victims on this dedicated hotline should be counted under this objective. This objective refers only to the number of calls received, not the services provided during the duration of the call. Services provided to hotline callers should be counted under the appropriate objective.

10. PROVIDE SHELTER/SAFEHOUSE SERVICES FOR \_\_ INDIVIDUALS PER MONTH.

Shelter/Safehouse refers to offering housing and related support services while in shelter to victims and families following victimization. Referring a victim/survivor to a shelter in the community would not be counted under this objective, but rather, it would be counted under the information and referral objective.

11. PROVIDE INFORMATION AND REFERRALS TO \_\_ VICTIMS PER MONTH.

This objective refers to the **number of victims** per month who receive information or possible referrals, based upon their individual victimization.

12. PROVIDE CRIMINAL JUSTICE SUPPORT AND ADVOCACY FOR SPECIFIC VICTIMS \_\_\_ TIMES PER MONTH.

This objective refers to the number of times in which support, assistance and advocacy is provided to victims at any stage in the criminal justice process. This includes post sentencing services and support. Allowable activities which should be counted under this objective include, but are not limited to, accompaniment to court, child care for court related appointments, advocating on behalf of a victim with the following criminal justice agencies: police, district attorney's, family/criminal courts, parole, probation, campus security, state and county VINE systems, child/adult protective services and peacekeepers on Native American reservations. Advocating on behalf of the victim requires the advocate to have contact with the criminal justice agency.

Advocates located in police departments or district attorney offices are allowed to also count criminal justice advocacy each time they interface on behalf of a victim with other personnel in their respective offices.

13. PROVIDE EMERGENCY ASSISTANCE (FOOD, LEGAL, EMERGENCY HOUSING, SUBWAY OR BUS TOKENS) FOR \_\_ VICTIMS PER MONTH.

This objective refers to outlays to each individual crime victim for transportation, food, clothing, emergency housing, etc. This is for activities directly related to the victimization.

14. PROVIDE PERSONAL ADVOCACY FOR SPECIFIC VICTIMS \_\_ TIMES PER MONTH.

This objective refers to assisting victims in securing rights, remedies and services from other agencies. Such services include: locating emergency financial assistance, intervening with employers, creditors, schools, churches, medical providers, private insurance companies, workers compensation, public assistance, and further assistance with OVS claims (after the initial claim has been filed). This objective also includes accompanying victims to hospitals or mental health providers. In child advocacy centers, services rendered through the multidisciplinary approach would be counted only as one unit of service, regardless of how many providers attend the meeting on behalf of the victim. Program staff located within hospitals are allowed to count as personal advocacy, each time they interface with other hospital departments on behalf of victims.

15. MAKE \_\_\_ HOME/HOSPITAL/OFF SITE VISITS PER MONTH.

There are times and situations where a victim/survivor is unable to come to the program office for services. The victim/survivor may be homebound, in a hospital or want to meet at an outside location. In this objective you should count the number of times a service provider goes outside the program offices, for other than court accompaniment or personal advocacy.

16. PROVIDE ACCOMPANIMENT TO \_\_\_ FORENSIC RAPE EXAMS PER MONTH.

This objective refers to the number of times a victim is accompanied by an advocate to the forensic rape exam.