



# **ANNUAL REPORT OF VICTIM SERVICES**

**For the Periods**

**April 1, 2002 – March 31, 2003**

**and**

**April 1, 2003 - March 31, 2004**

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OF  
VICTIM SERVICES**

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# THE BIG PICTURE

## Program Overview

The Victim Services program is one of four sections under the Corrections and Community Services Division. The Corrections and Community Services Division is responsible for the safe and secure custody of young and adult offenders; for providing adult community corrections (probation); and for providing services to victims of crime. The mission of the Division is:

*“As partners in the Criminal Justice System, we will strive for a safer society by encouraging and assisting offenders to become law abiding citizens.*

***We will strive to ensure that victims are able to participate meaningfully in the criminal justice process.***

*We will strive to provide access to programs and services necessary for the offender’s reintegration into the community.*

***We will strive to provide access to programs and services necessary for the healing and recovery of victims.***

*We will exercise fair, just and humane measures of custody, supervision and control”*

The Victim Services program was established in 1991 and now consists of ten (10) regional offices in the communities of St. John’s, Carbonear, Clarenville, Gander, Grand Falls-Windsor, Stephenville, Corner Brook, Port Saunders, Happy Valley-Goose Bay, and Nain. Staffing consists of sixteen (16) Regional Coordinators providing front-line services to victims. The provincial head office is located in St. John’s and has a complement of two staff; the Provincial Manager and Administrative Assistant. The Provincial Manager reports directly to the Director of Corrections and Community Services and is responsible for the program’s overall management.

## Shared Commitments

Victim Services depends on both community and government partners to provide the best quality service to victims. Relationships with Justice Canada, Crisis Shelters, Anti-violence coalitions, Health and Community Services and Women’s Shelters are rooted in the commitment to work collaboratively in achieving a better experience for victims. In particular, the relationship with the award-winning Victim Liaison Officers (VLO) has proven invaluable to victims. Selected individuals in correctional facilities provide information regarding victim notification and other related information to victims through a coordinated effort with Victim Services.

### **Highlights/Accomplishments**

The introduction of the Victim Information Management System (VIMS) has reduced the number of administrative tasks required by Regional Coordinators and improved the collection and storing of information regarding victims. Written in PHP and custom built for Victim Services, the networked database allows Regional Coordinators to spend more time with victims. Built-in security features ensure information regarding victims is kept confidential.

### **Opportunities and Challenges Ahead**

Changes to the Criminal Code in 1999 involving victims are still having an effect on the demand for assistance. The challenge is to keep the focus on victims who are in the most need: victims of violence. Introducing a new database and reducing the level of involvement with corporate victims has helped to move closer to this objective.

### **Financial Statement**

The total expenditure for the fiscal year was \$1,024,330. The victim fine surcharge, a monetary penalty imposed on offenders at the time of sentencing, realized revenue of \$188,861. Funding in the amount of \$25,000 was provided by Justice Canada through the Victims' Initiative Fund.

## **PROGRAM DESCRIPTION**

Direct services offered through regional offices primarily include direct client-based services but also include identifying the need for and support of existing regional services to victims. The primary client group are victims of personal violent crimes such as sexual assault and family violence. Core program services delivered include:

- ☞ the provision of general information to victims regarding the criminal justice system;
- ☞ the provision of case updates and developments so the victim is more informed on a current basis;
- ☞ the provision of pre-court orientation so the victim is better prepared for court proceedings and can participate more meaningfully in the process;
- ☞ the provision of assistance in the preparation of Victim Impact Statements;
- ☞ the provision of need assessments and referrals to qualified professionals and/or agencies offering therapeutic services required by victims;
- ☞ the provision of emotional support to victims involved in the criminal justice system;
- ☞ the support and/or facilitation of education and awareness initiatives regarding victims' needs and issues;
- ☞ liaison between victims and federal/provincial correctional agencies to ensure victims are informed about the relevant case management decisions made with respect to their offenders.

### ***VICTIM IMPACT STATEMENT PROGRAM***

Provisions for the establishment of a Victim Impact Statement Program are contained within the Criminal Code of Canada, s.722. The Corrections and Community Services Division, through Victim Services, is the designated authority for the Victim Impact Statement Program as per Newfoundland Regulation 88/90 and MC 0450-'90.

This program offers victims an opportunity to prepare a statement describing the impact of a criminal offence on her/his life. The statement is used for sentencing purposes and is submitted to the court after a conviction/ finding of guilt and prior to sentencing. This offers victims the potential for ongoing participation in the criminal justice process. Bill C-79 proclaimed in force on December 1, 1999 ensured that victims are informed about opportunities to prepare a victim impact statement. Formal guidelines have been developed with translated versions available for Inuit and Innu communities.

### ***REGIONAL ADVISORY COMMITTEES***

Each Victim Services Regional Office is responsible for establishing a community-based advisory committee and is responsible for planning at least one public education or awareness initiative on victims' issues annually. Funding is provided to support this activity. Committees are comprised of a broad base of community representation.

### ***VICTIM LIAISON OFFICER PROGRAM***

Selected individuals in correctional facilities have been designated as Victim Liaison Officers (VLO's) who have a specific role to play in coordinating and facilitating data collection related to victims, victim notification, information exchange, policy development, professional training and interagency networking.

## **PROFESSIONAL SERVICES PROGRAM**

The Professional Services Program provides contracted therapeutic counselling services to victims who have been severely traumatized and for whom public services are not readily accessible. Assessments for such services are conducted by Regional Coordinators and can only be approved by the Provincial Manager. Predetermined eligibility criteria have been established for therapists wishing to be considered to provide contractual counselling services. Funding caps on individual contracts are specified.

## **VICTIM'S LEGAL FUND**

The Victim's Legal Fund provides legal representation for victims who are the subject of application under s.278.3 of the Criminal Code of Canada. This section of the code pertains to an accused who seeks production of a personal record pertaining to a victim and is often referred to as an "O'Connor" Application. Remuneration for private legal counsel is in accordance with rates for crown agents.

## **VICTIM SERVICES ASSISTANT PROGRAM**

The Victim Services Assistant Program provides contracted services to victims who reside in indirect service areas of the ten (10) Regional Offices. Services are delivered by trained para-professionals. Case management responsibilities and supervision of Victim Assistants are maintained by Regional Coordinators.

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**STATISTICAL TABLES**  
**VICTIM SERVICES**

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**TABLE 1**  
**Activated Referrals by Regional Office**

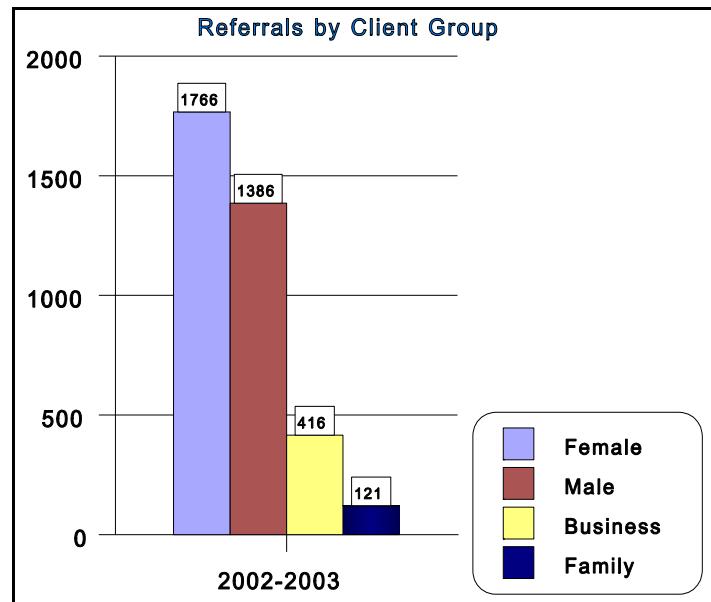
Region	2002-2003
St. John's	1242
Carbonear	298
Clarenville	276
Gander	153
Grand Falls-Windsor	317
Corner Brook	334
Stephenville	363
Port Saunders	104
Happy Valley/Goose Bay	434
Nain	168
<b>Total</b>	<b>3689</b>

**Table 1: Activated Referrals by Regional Office**

During 2002-03, Victim Services assisted 3689 new clients, a slight increase of 9 referrals over the previous fiscal year.

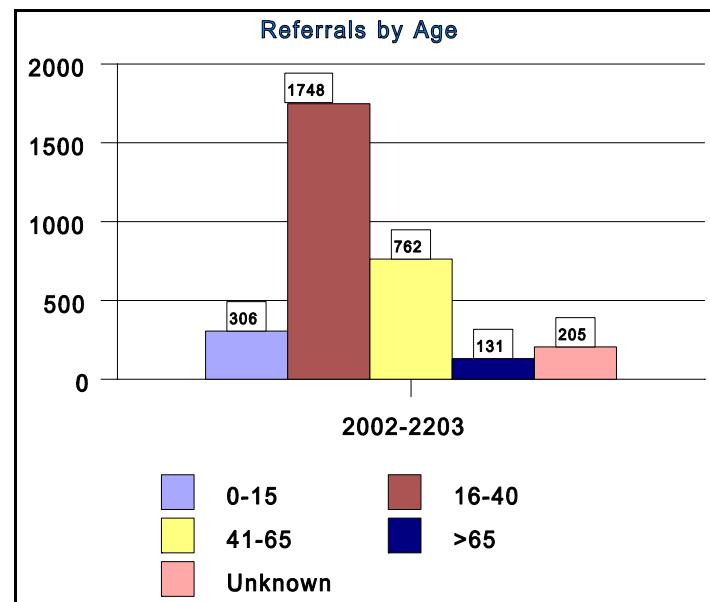
### **Figure 1: Referrals by Client Group (Commentary)**

Females constituted the largest client group for 2002-2003, comprising 48% of referrals. Males are the second largest group, with 38% of the referrals. Businesses constituted 11% of the referrals, while families made up 3% of referrals.



### **Figure 2: Referral by Age (Commentary)**

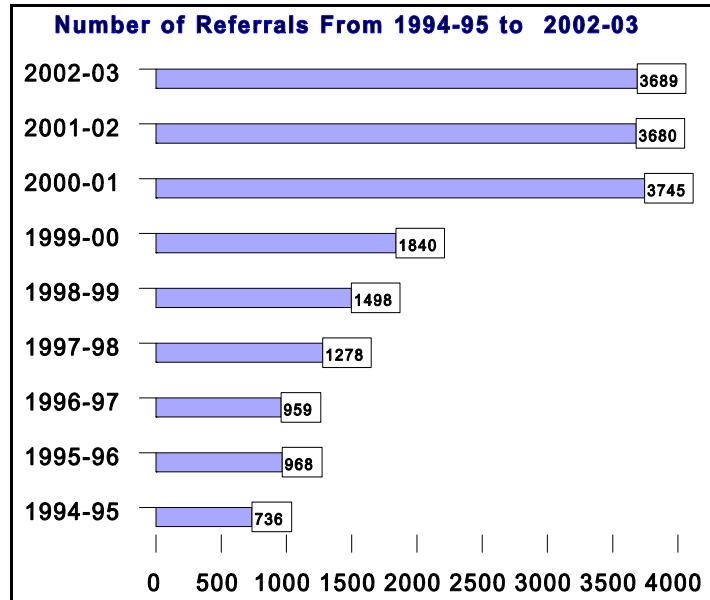
The 16-40 year age range comprised the largest age grouping of referrals with 1748. This was followed by 41-65 year range of 762. Over age 65 comprised 131 referrals. 205 referrals did not have a specified age associated with the referral. The 306 referrals under 16 year age group were referred for assistance with Victim Impact Statement.



**Figure 3: Total Referrals From 1994-95 to 2002-03 (Commentary)**

In 1994-95, the Victim Services Program expanded to ten (10) offices from the original four (4). Fiscal year 2000-01 saw a 104% increase in requests for services, most likely due to changes in the Criminal Code of Canada which came into effect December 1999.

The changes ensured all victims are notified of their right to complete a Victim Impact Statement in criminal proceedings. Referrals in fiscal year 2002-03 remain relatively unchanged from the previous fiscal year, with an increase of 9 referrals.



**TABLE 2**  
**Referrals by Offence Type**

<b>OFFENCE TYPE</b>	<b>2002-03</b>
Crimes Against Property	1322
Violent Crimes Against Persons	1184
Spouse/Partner Abuse	541
Other	226
Sexual Assault	189
Impaired Driving	67
Child Abuse	63
Adult Survivor	34
Elder Abuse	16
Unknown	16
Homicide	13
Controlled Drugs & Substances Act	2
Other Federal Statutes	2
Other Federal Code Violations	2
Municipal Act Violations	2

**Table 2: Referrals by Offence Type (Commentary)**

The three most prevalent referral types for FY 2002-03 were crimes against property, violent crimes against persons and spouse/partner abuse.

**TABLE 3**  
**Average Number of Clients Per Month**  
**By Region and Number of Full Time Equivalents Per Region**

Region	Average No. of Clients Per Month for 2002-2003	No of FTEs per Region
St. John's	631	4
Carbonear	188	1.5
Clarenville	193	1
Gander	130	1.5
Grand Falls-Windsor	154	1.5
Corner Brook	105	1
Stephenville	124	1
Port Saunders	62	1
Happy Valley/ Goose Bay	120	1
Nain	75	1

**Table 3: Average Number of Clients Per Month by Region (Commentary)**

The average monthly caseload for fiscal year 2002-2003 by Regional Office shows the Clarenville office as having the largest average number of clients, 193 clients, per month per Regional Coordinator.

**TABLE 4**  
**Services Provided**

<b>Service</b>	<b>2002-2003</b>
General Information	2783
Specific Information	2582
Pre-Court Preparation	255
Victim Impact Statements	2684
Community Information	222
Referrals	256
Other Assistance	341

**Table 4: Services Provided (Commentary)**

These figures represent the cumulative total of the services provided for fiscal year 2002-03 by all offices. These activities include active and significant case intervention as well as one-time requests for assistance and information. More than one service may have been provided to a victim, which explains why this data exceeds the total number of activated referrals (Table 1).

TABLE 5

## Victim Impact Statements Completed and Registered

Office	
St. John's	238
Carbonear	76
Clarenville	44
Gander	42
Grand Falls-Windsor	62
Corner Brook	58
Stephenville	44
Port Saunders	7
Happy Valley-Goose Bay	89
Nain	32
<b>Total</b>	<b>692</b>

**Table 5: Victim Impact Statements Completed (Commentary)**

Pursuant to Section 722 of the Criminal Code of Canada, the Victim Impact Statement Program has been established in this province. Provincial regulations designate Victim Services to administer the program. Staff facilitate the completion of the statements and ensure that the statements are filed with the court at the time of sentencing in accordance with established procedures. These numbers represent **only those statements assisted by Victim Services staff**.

**TABLE 6**  
**Amount Spent on Contracted Services**

<b>Service</b>	<b>2002-03</b>
Professional Services Program	70,337
Victim Services Assistant Program	11,321
Victim's Legal Fund	11,109
Community Contributions Fund	14,867
Facilitator's Fees	5,778
Total	<b>113,412</b>

**Table 6: Amount Spent on Contracted Services (Commentary)**

The Professional Services Program contracts with private therapists to deliver interim therapeutic counselling services to severely traumatized victims. Program guidelines include screening criteria for potential therapists, fee caps, formal contractual agreements for individual referrals and client assessment criteria.

The Victim Services Assistant Program provides contracted services to victims by trained para-professionals in indirect service areas. Spending in this area decreased by \$ 5,500 over the previous fiscal year.

The Victim's Legal Fund came under the umbrella of Victim Services in FY 2000-01. It provides legal representation to victims who are the subject of an application under s.278.3 CCC, often referred to as an "O'Connor Application."

The Community Contributions Funding is provided to Victim Services Regional Advisory Committees for public education/awareness projects related to victim issues.

**TABLE 7****Expenditures by Account**

<b>Account</b>	<b>Expenditure</b>
Salary	791,349
Employee Benefits	573
Transportation & Communication	60,842
Office Supplies	5,533
Professional Service	113,412
Purchased Services	50,394
Property, Furniture & Equipment	2,227
<b>Total</b>	<b>1,024,330</b>

**Table 7 : Expenditures by Account (Commentary)**

Salary consists of the largest expenditure , accounting for 77% of the total budget. Professional Services comprise 11%, transportation & communication account for 6% with employee benefits, office supplies, purchased services and property, furnishings & equipment totalling 6% of the budget.

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The Victim Services program is one of four sections under the Corrections and Community Services Division. The Corrections and Community Services Division is responsible for the safe and secure custody of young and adult offenders; for providing adult community corrections (probation); and for providing services to victims of crime. The mission of the Division is:

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## Shared Commitments

Victim Services depends on both community and government partners to provide the best quality service to victims. Relationships with Justice Canada, Crisis Shelters, Anti-violence coalitions, Health and Community Services and Women’s Shelters are rooted in the commitment to work collaboratively in achieving a better experience for victims. Relationships within the Department of Justice have been developed amongst stakeholders such as Adult Corrections, Victim Liaison Officers and the Crown Attorney’s Office to better assist victims.

### **Highlights/Accomplishments**

Victim Services underwent a program review in 2003-2004 by external evaluators Hollet and Sons Inc. The evaluation provided insight to the perception of client, stakeholder and staff opinions on the performance of the program. Results showed that the Victim Services program is highly regarded by clients, community and staff. Clients of the program credit Victim Services as a key component in their ability to survive their ordeal and would highly recommend the program to others. The Victim Services staff are considered professional, committed, empathetic, supportive and very hard working.

Also noteworthy was a national Victim's conference held in Ottawa in November 2003; *Moving Forward: Lessons Learned from Victims of Crime*. The Provincial Manager of Victim Services and the Superintendent of Prisons presented a workshop on working collaboratively in developing inter-departmental policy and highlighted two programs developed for victims; one delivered through Victim Services, the other through the Correctional Institutions.

### **Opportunities and Challenges Ahead**

The external evaluation reported several challenges for the program including; some geographical areas are not perceived to be well serviced; caseloads are too high and staff are not able to stay connected with community to work pro-actively on anti-violence work due to large caseloads.

### **Financial Statement**

The total expenditure for the fiscal year was \$1,036,118. The victim fine surcharge, a monetary penalty imposed on offenders at the time of sentencing, realized revenue of \$146,536. Funding in the amount of \$25,000 was provided by Justice Canada through the Victims' Initiative Fund.

## **PROGRAM DESCRIPTION**

Direct services offered through regional offices primarily include direct client-based services but also include identifying the need for and support of existing regional services to victims. The primary client group are victims of personal violent crimes such as sexual assault and family violence. Core program services delivered include:

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**STATISTICAL TABLES  
VICTIM SERVICES**

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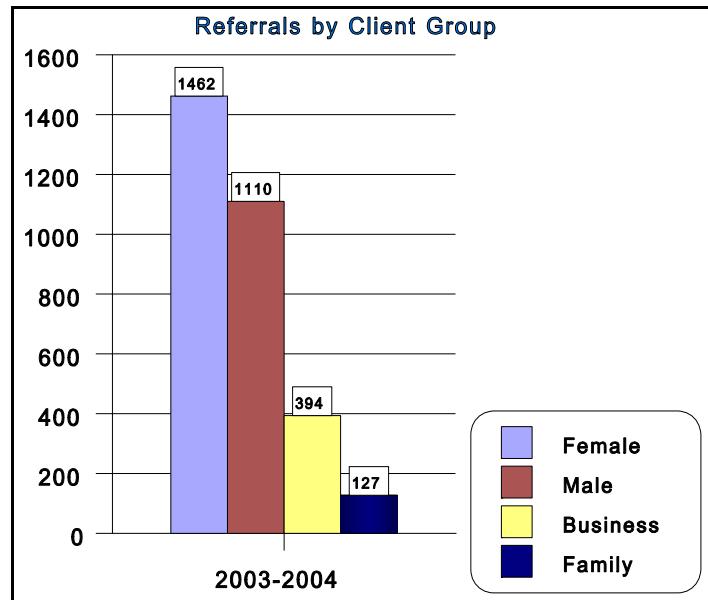
Region	2003-2004
St. John's	977
Carbonear	311
Clarenville	266
Gander	208
Grand Falls-Windsor	309
Corner Brook	302
Stephenville	254
Port Saunders	75
Happy Valley/Goose Bay	243
Nain	148
<b>Total</b>	<b>3093</b>

**Table 1: Activated Referrals by Regional Office**

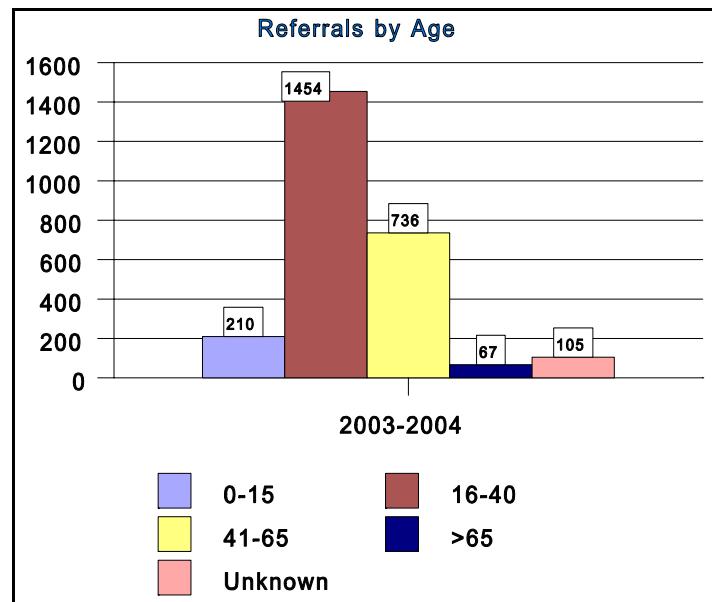
During 2003-04, Victim Services assisted 3093 new clients, a decrease of 596 referrals over the previous fiscal year.

**Figure 1: Referrals by Client Group (Commentary)**

Females constituted the largest client group for 2003-2004, comprising 47% of referrals. Males are the second largest group, with 36% of the referrals. Businesses constituted 13% of the referrals, while families made up 4% of referrals.

**Figure 2: Referrals by Age (Commentary)**

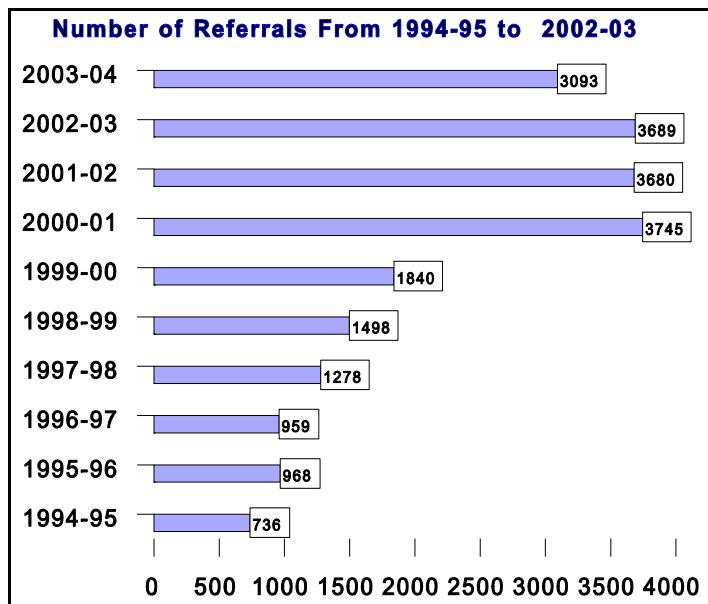
The 16-40 year age range comprised the largest age grouping of referrals with 1456. This was followed by 41-65 year range of 735. Over age 65 comprised 67 referrals. 105 referrals did not have a specified age associated with the referral. The 211 referrals under 16 year age group were referred for assistance with Victim Impact Statement.



**Figure 3: Total Referrals From 1994-95 to 2002-03 (Commentary)**

In 1994-95, the Victim Services Program expanded to ten (10) offices from the original four (4). Fiscal year 2000-01 saw a 104% increase in requests for services, most likely due to changes in the Criminal Code of Canada which came into effect December 1999.

The changes ensured all victims are notified of their right to complete a Victim Impact Statement in criminal proceedings. Referrals in fiscal year 2003-2004 show a decrease of 16%.



**TABLE 2**  
**Referrals by Offence Type**

OFFENCE TYPE	2003-04
Violent Crimes Against Persons	1135
Crimes Against Property	1056
Spouse/Partner Abuse	412
Sexual Assault	172
Other	88
Impaired Driving	67
Other Criminal Code Violations	54
Child Abuse	34
Traffic Violations	18
Adult Survivor	16
Homicide	15
Unknown	13
Municipal Act Violations	8
Elder Abuse	3
Controlled Drugs and Substances	2
Total	3093

**Table 2: Referrals by Offence Type (Commentary)**

The three most prevalent referral types for FY 2003-04 were violent crimes against persons, crimes against property, and spouse/partner abuse.

**TABLE 3**  
**Average Number of Clients Per Month**  
**By Region and Number of Full Time Equivalents Per Region**

Region	Average No. of Clients Per Month for 2003-2004	No of FTEs per Region
St. John's	504	4
Carbonear	225	1.5
Clarenville	142	1
Gander	127	1.5
Grand Falls-Windsor	165	1.5
Corner Brook	111	1
Stephenville	87	1
Port Saunders	53	1
Happy Valley/ Goose Bay	123	1
Nain	61	1

**Table 3: Average Number of Clients Per Month by Region (Commentary)**

The average monthly caseload for fiscal year 2003-2004 by Regional Office shows the Carbonear office as having the largest average number of clients, 150 clients, per month per Regional Coordinator.

**TABLE 4**  
**Services Provided**

Service	2003-2004
General Information	2487
Specific Information	2814
Pre-Court Preparation	317
Victim Impact Statements	2251
Community Information	219
Referrals	214
Other Assistance	511

**Table 4: Services Provided (Commentary)**

These figures represent the cumulative total of the services provided for fiscal year 2003-04 by all offices. These activities include active and significant case intervention as well as one-time requests for assistance and information. More than one service may have been provided to a victim, which explains why this data exceeds the total number of activated referrals (Table 1).

TABLE 5

## Victim Impact Statements Completed and Registered

Office	
St. John's	203
Carbonear	100
Clarenville	75
Gander	38
Grand Falls-Windsor	63
Corner Brook	68
Stephenville	58
Port Saunders	17
Happy Valley-Goose Bay	34
Nain	6
<b>Total</b>	<b>662</b>

**Table 5: Victim Impact Statements Completed (Commentary)**

Pursuant to Section 722 of the Criminal Code of Canada, the Victim Impact Statement Program has been established in this province. Provincial regulations designate Victim Services to administer the program. Staff facilitate the completion of the statements and ensure that the statements are filed with the court at the time of sentencing in accordance with established procedures. These numbers represent **only those statements assisted by Victim Services staff**.

**TABLE 6**  
**Amount Spent on Contracted Services**

<b>Service</b>	<b>2003-04</b>
Professional Services Program	75,306
Victim Services Assistant Program	6,900
Victim's Legal Fund	3,745
Community Contributions Fund	14,708
Facilitator's Fees	350
Total	<b>101,009</b>

**Table 6: Amount Spent on Contracted Services (Commentary)**

The Professional Services Program contracts with private therapists to deliver interim therapeutic counselling services to severely traumatized victims. Program guidelines include screening criteria for potential therapists, fee caps, formal contractual agreements for individual referrals and client assessment criteria.

The Victim Services Assistant Program provides contracted services to victims by trained para-professionals in indirect service areas. Spending in this area decreased by \$ 5,500 over the previous fiscal year.

The Victim's Legal Fund came under the umbrella of Victim Services in FY 2000-01. It provides legal representation to victims who are the subject of an application under s.278.3 CCC, often referred to as an "O'Connor Application."

The Community Contributions Funding is provided to Victim Services Regional Advisory Committees for public education/awareness projects related to victim issues.

**TABLE 7****Expenditures by Account**

<b>Account</b>	<b>Expenditure</b>
Salary	817,811
Employee Benefits	760
Transportation & Communication	50,922
Office Supplies	4,898
Professional Service	101,009
Purchased Services	59,448
Property, Furniture & Equipment	1,270
<b>Total</b>	<b>1,036,118</b>

**Table 7 : Expenditures by Account (Commentary)**

Salary consists of the largest expenditure, accounting for 79% of the total budget. Professional Services comprise 10%, transportation & communication account for 5% with employee benefits, office supplies, purchased services and property, furnishings & equipment totalling 6% of the budget.

