



ANNUAL REPORT OF VICTIM SERVICES

For the Periods
April 1, 2004 – March 31, 2005
and
April 1, 2005 - March 31, 2006

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Introduction

The Program

The Victim Services Program is one of four (4) programs under the Corrections and Community Services Division within the Department of Justice. The others include: Adult Probation, Secure Custody for Youth and Institutional Services.

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 and services necessary and recovery of the victims.

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

Our Statement of Principles

Victim Services is committed to the principles of self-determination, empowerment and informed decision-making in a supportive environment. The staff of Victim Services is dedicated to the provision of client-centered voluntary services which foster the promotion of personal safety and well-being, as well as meaningful and informed participation in the criminal justice system.

Our Statement of Values

Victim Services believes in the fundamental worth and equality of victims participating in the criminal justice process. The core values to which the program subscribes are legislated in the *Victims of Crime Services Act*.

Collaboration

Victim Services is the provincial program within the Department of Justice that provides services to victims of crime; however it works in close collaboration with provincial and federal government partners as well as a wide network of community agencies and organizations that are all focused on best quality of services to victims.

Where We've Come From:

The Department of Justice, through the Corrections and Community Services Division implemented the Victim Services Program in 1991. In the past 15 years the Program has grown tremendously. Significant changes have occurred in the past two (2) fiscal years.

Highlights for 2004-05 & 2005-06

- Victim Services created a children's program in October 2005 for child victims and witnesses under the age of 16 with the aim of preparing these children to testify in criminal court proceedings.
- Victim Services opened an office in the town of Marystow in October 2005 in response to client need in the area.

- As a result of financial assistance from the Federal Department of Justice in the 2005-2006 fiscal year. Victim Services Program was able to create a Project Coordinator's position to focus on resource and program development. This is a 4 year position.
- Funding from the Federal Department of Justice also allowed Victim Services Staff and Classification Officers to meet in October 2004 for staff development focused on victim related issues
- to fill an identified gap for the public, Victim Services created a plain-language document to assist with the completion of Peace Bond Applications.

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.

Service Eligibility

These core services are provided to both adult victims (16 years and over) and to child victims/witnesses (under 16 years of age).

As the focus of Victim Services work with child victims and witnesses is to prepare the child for testifying in court, a charge must be laid for a child victim or witness to be eligible for service. The caregiver(s) of child victims/witnesses who are eligible for service shall also be provided support services. In terms of adult victims, a report of the offence to the police is not required for service eligibility. Thus charges do not need to be laid for an adult to be eligible for service.

Organizational Information and Staffing Levels

The Victim Services Program consists of 19.5 full-time equivalent Regional Coordinators who deliver front-line services to victims of crime through eleven (11) regional offices. These offices are located in St. John's, Carbonear, Clarenville, Marystown, Gander, Grand Falls – Windsor, Corner Brook, Stephenville, Port Saunders, Stephenville, Happy Valley-Goose Bay and Nain. These Regional Coordinators report to the Provincial Manager who is responsible for the overall development, direction and management of the Victim Services Branch provincially to ensure that quality professional services are delivered within

the criminal justice system to meet the needs of both adult victims and child victims/witnesses and their caregivers, while respecting the integrity of criminal justice operations.

The Provincial Office consists of the provincial manager and an administrative assistant. General clerical support to Regional Coordinators is provided by eleven (11) Word Processing Equipment Operators in the regional offices. The Provincial Manager of Victim Services reports directly to the Director of Corrections & Community Services.

**Staffing Model Based on Full-Time Employees (FTE's) for
2004-2005 and 2005-2006**

Region	FTE 2004-2006	FTE 2005-2006
St. John's	4	5.5
Carbonear	1.5	2
Clarenville	1	1
Marystow	.*	.5
Gander	1.5	1.5
Grand Falls-Windsor	1.5	2
Corner Brook	1	1.5
Stephenville	1	1.5
Port Saunders	.8	1
Happy Valley-Goose Bay	1.5	2
Nain	1	1
TOTAL	14.3	19.5

*The Marystow office was established in October, 2005. Prior to that period, the Clarenville Office was responsible for the Marystow region.

STATISTICAL OVERVIEW OF PROGRAM

Services Provided for FY 2004-2005 and FY 2005-2006

Service	2004-2005	2005-2006
General Information	2793	3137
Specific Information	2716	2752
Pre-Court Preparation	243	268
Victim Impact Statement	2638	2720
Community Information	332	444
Referrals	229	228
Other Assistance	459	408

Commentary:

These figures represent the cumulative total of the services provided for fiscal years 2004-2005 and 2005-2006 by all Victim Services offices in the province. 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. This explains why this data exceeds the total number of activated referrals.)

**New Referrals By Regional Office For
FY 2004-2005 And 2005-2006**

Region	2004-2005	2005-2006
St. John's	1192	1282
Carbonear	218	266
Clarenville	285	299
Marystow*	--	70
Gander	242	186
Grand Falls-Windsor	315	246
Corner Brook	325	246
Stephenville	209	261
Port Saunders	85	58
Happy Valley-Goose Bay	309	292
Nain	155	143
TOTAL	3335	3349

*Marystow Office commenced operations on October 1, 2005

Commentary:

During 2004-2005, Victim Services assisted 3335 new clients, a slight decrease of 354 over the previous fiscal year. The fiscal year 2005-2006 saw a slight increase of 14 referrals from the previous fiscal year.

**New Referrals By Age For
FY 2004-2005 And 2005-2006**

Age	No. Of Referrals 2004-2005	No. Of Referrals 2005-2006
0-15	240	306
16-40	1601	1573
41-65	784	767
66+	69	83
Unknown	102	69
Family*	120	110
Business*	419	441
TOTAL	3335	3349

*Ages were not applicable to family or business victims

Commentary:

The 16-40 year range continues to make up the largest age group of referrals for both fiscal years. This was followed by the 41-65 year age group with the 66+ age group consisting of the least referred age group. 102 referrals in 2004-05 and 69 referrals in 2005-06 did not have a specified age associated with the referral. Victim Services officially began a Children's Program for child victims/witnesses in October 2005. Those children referred to Victim Services prior to October 2005 were referred for assistance with Victim Impact Statement

**New Referral By Offence and Client Group
For FY 2004-2005 BY Offence Type**

	Total	Female	Male	Family	Bus
Violent Crimes Against Persons	1165	520	592	33	20
Crimes Against Property	1091	307	360	52	372
Spouse/Partner Abuse	466	419	45	2	--
Sexual Assault	218	191	22	5	--
Other	89	50	26	5	8
Impaired Driving	74	26	37	10	1
Other Criminal Code Violations	62	29	17	2	14
Child Abuse	55	32	18	5	--
Adult Survivor	34	22	12	--	--
Unknown	23	12	11	--	--
Homicide	19	9	8	2	--
Controlled Drugs & Substances Act	11	2	5	1	3
Elder Abuse	8	4	4	--	--
Municipal Act Violations	2	1	1	--	--
TOTAL	3317	1624	1158	117	418

Commentary:

The three most prevalent referral types in this FY were Violent Crimes against Persons (Assault, Armed Robbery), Crimes Against Property and Spouse/Partner Abuse. Females constituted the largest client group for fiscal year 2004-2005, comprising 49% of referrals. Males are the second largest group with 35% of referrals. Businesses constituted 12.1% of the referrals while family made up 3.5% of referrals.

**New Referrals By Offence and Client Group
For FY 2005-2006 By Offence Type**

	Total	Female	Male	Family	Bus
Crimes Against Property	1134	292	399	44	399
Violent Crimes Against Persons	1130	518	552	37	23
Spouse/Partner Abuse	455	411	43	1	--
Sexual Assault	240	218	22	--	--
Other	93	46	28	9	10
Child Abuse	71	40	29	2	--
Impaired Driving	69	30	33	6	--
Homicide	22	10	5	7	--
Unknown	19	10	8	1	--
Adult Survivor	16	12	4	-	--
Traffic Violations	16	9	7	--	--
Controlled Drugs & Substances Act	3	-	1	1	1
Elder Abuse	3	2	1	-	--
Municipal Act Violations	2	2	-	-	--
Other Federal Statutes	2	1	1	--	--
TOTAL	3349	1640	1158	110	441

Commentary:

The three most prevalent referral types again this fiscal year were Crimes Against Property, Violent Crimes Against Persons and Spouse/Partner Abuse.

Victim Impact Statement Program

A Victim Impact Statement is a written statement prepared in the victim's own words, describing the effect of a criminal offence on his/her life. The Victim Impact Statement is considered by the court at the time of sentencing and is intended to give the victim of crime a voice in the criminal justice system. It allows the victim to participate in the sentencing of the offender by describing the emotional, physical and financial

impact of the crime on his/her life.

A victim has the option of reading the statement in court. Provisions for the establishment of a Victim Impact Statement Program are contained within the *Criminal Code of Canada*, s. 722. Victim Services is the designated authority for the Victim Impact Statement Program as per Newfoundland Regulation 88/90 and MC 0450- '90.

Victim Impact Statements Completed and Registered for 2004-2005 and 2005-2006 By Regional Office

Regional Office	2004-2005	2005-2006
St. John's	157	171
Carbonear	68	45
Clarenville	51	92
Marystow*	--	10
Gander	29	31
Grand Falls-Windsor	84	39
Corner Brook	44	37
Stephenville	52	53
Port Saunders	18	15
Happy Valley-Goose Bay	61	46
Nain	16	10
TOTAL	580	549

*Marystow Office was established October 2005 and prior to that period, the Clarenville Office was responsible for the Marystow region.

Victim Liaison Officer Program

Victim Liaison Officers (VLO's) are designated individuals within Provincial Correctional facilities who have a specific role to play in victim notification, information exchanges, policy development, professional training and interagency networking. The primary function of the VLO Program is to ensure that relevant information regarding a provincially sentenced incarcerated offender's release date from the institution is communicated to the victim.

Information such as the date of admission to the provincial institution, the sentence length dates the offender becomes eligible for a temporary absence or parole if available and program participation may be available to the victim through the VLO Program.

Number of Victims Referred to the VLO Program

2004-2005	2005-2006
68	82

Victim Services Assistant Program

The Victim Services Assistance Program is made available to select rural communities where geographic isolation prevents the Victim Services Regional Coordinators from providing an immediate in-person response to referred adult victims of crime. The program provides contracted services to victims who reside in indirect service areas of the eleven (11) Regional Offices. Services are delivered by a number of trained paraprofessionals. Case management responsibilities and supervision of Victim Services Assistants are maintained by Regional Coordinators.

The goals of the program include:

- to expand services to victims in rural areas of the province

- to enlist local resources to deliver a limited range of clearly defined services to adult victims of crime
- to provide professional victim services staff with trained assistants in remote parts of their regions to assist in service delivery
- to increase community participation in delivering certain services to victims of crime.
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Number of Victims Referred to VSA Program

2004-2005	2005-2006
64	67

Services To Children

Prior to October 2005, the Victim Services Program provided a limited service to victims under the age of 16 years old. A recognized gap existed for child victims and witnesses who had to testify in criminal proceedings as there was no agency in the province with the mandate to provide court services to victims/witnesses under the age of 16 years.

October 2005 saw the expansion of the Victim Services program to include a full range of services to child victims and witnesses, as well as their care givers, to ensure these vulnerable children are prepared to testify at criminal hearings. Children involved in matters in which criminal charges are laid and the child is expected to testify can expect the same service as adults in addition to transportation to the court room in which they will be testifying prior to the hearing to

help familiarize themselves with the environment, and funded therapy for themselves and their caregivers to help prepare for the court experience.

The children's program was introduced six (6) months into FY 2005-06. At that time, 134 children had been referred to the Victim Services program; seventy-two (72) were females and sixty-two (62) were males. The service was limited to assistance with completing a Victim Impact Statement.

**No of Referrals by Offence Type for Child Victims and Child Witnesses
October 2005 – 2006**

After October 1, 2005, referrals to the children's program continued at a steady pace:

	Child Victim	Child Witness	Total
Violent Crimes Against Persons	77	16	93
Sexual Assault	42	7	49
Crimes Against Property	5	4	9
Traffic Violations	4	0	4
Other Criminal Code Violations	4	1	5
Spouse/Partner Abuse	0	2	2
Homicide	1	3	4
Impaired Driving	1	0	1
Municipal Act Violations	1	0	1
Controlled Drugs & Substances Act	1	0	1
TOTAL	136	33	169

Commentary:

The offence type constituting the highest number of referrals was violent crimes against persons constituting 55% of referrals. Sexual assault offences constituted the second highest number of referrals with 29% of the total referrals.

Number of Referrals by Age Group for Child Victims and Child Witnesses
October, 2005 – 2006

Age	Child Victim	Child Witness	Total
0-6 Years	9	4	13
7-11 Years	31	9	40
12-15 Years	96	20	116
TOTAL	136	33	169

Commentary:

Overwhelmingly, the children's program is being utilized by young victims. It is interesting to note that the majority of children who may be required to testify in court are between the ages of 12 and 15.

Number of Referrals by Gender for Child Victims and Child Witnesses
October 2005 - 2006

Gender	Child Victim	Child Witness	Total
Female	70	15	85
Male	66	18	84
TOTAL	136	33	169

**Number of Referrals by Offence Type and Gender for Child Victims
October 2005 - 2006**

	Male Victim	Female Victims	Total
Violent Crimes Against Persons	51	26	77
Sexual Assault	7	35	42
Crimes Against Property	4	1	5
Traffic Violations	2	2	4
Other Criminal Code Violations	1	2	4
Homicide	0	1	1
Impaired Driving	0	1	1
Municipal Act Violations	0	1	1
Controlled Drugs & Substances Act	1	0	1
TOTAL	66	70	136

Commentary:

The gender of the children entering the children's program was evenly split, however, the types of offences that each gender was perpetrated against showed that male children experienced more physical violence while female children experienced more incidents of sexual assault

Number of Referrals by Offence Type and Gender for Child Witnesses
October 2005-2006

	Male Witnesses	Female Witnesses	Total
Violent Crimes Against Persons	10	6	16
Sexual Assault	2	5	7
Crimes Against Property	4	0	4
Spouse/Partner Abuse	2	0	2
Homicide	0	3	3
Impaired Driving	0	1	1
Other Criminal Code Violations	0	1	1
TOTAL	18	15	33

Commentary:

April 1, 2005 to September 30, 2005 number of children - 134 child cases were accepted into the Victim Services Program for Victim Impact Statement only. 72 were girls and 62 were boys.

**Location and Number of Court Preparations
For Child Victims and Witnesses
October 2005-2006**

The goal of the children's program is to reduce the system induced trauma that testifying in court can increase. This is achieved by spending several sessions with the children reviewing what they can expect in court and addressing any fears they may have. The approach of the program has been to address the individual needs of each child, which for some children can mean waiting until closer to the hearing date before court preparation begins. This is why more children appear in the program than numbers of court sessions completed. The following is a table of the number of court preparation sessions and location of these sessions.

Location	Male Witnesses	Female Witnesses	Total
Child's Home	15	14	29
Court Room/Circuit Room	14	10	24
Victim Services Office	12	18	30
Crown Attorney's Office	6	7	13
Other*	9	4	13
Professional's Office	4	0	4
TOTAL	60	53	113

* Other can refer to preparation over the telephone or another family member's home.

Financial Overview

Expenditures

	2004-2005	2005-2006
Salaries	795,514	982,547
Employee Benefits	239	2,746
Transportation & Communications	67,617	81,983
Supplies	7,778	12,172
Professional Services	92,741	109,625
Purchased Services	60,924	52,525
Property Furniture & Equipment	3,904	18,969
Total Expenditures	1,028,717	1,260,567
Revenue	170,590	176,153
Total Expenditures & Revenue	858,127	1,084,414

Salary consists of the largest expenditure, accounting for 78% of the budget in 2005-2006.

Amount Spent on Contracted Services

	2004-2005	2005-2006
Professional Services Program	64,681	87,970
Victim Services Assistant Program	6,596	2,247
Victim Legal Fund	3,537	7,565

Community Education Projects	11,225	7,409
Other Professional Services	6,702	4,434
	92,741	109,625

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CONNECTIONS TO THE COMMUNITY

Community Education Committee

Each Victim Services Regional Office is encouraged to become involved with a committee in their area which has as some of its goals:

- education of the community on violence prevention, awareness and other relevant victimization issues
- identification of gaps in service for victims of crime and advocacy regarding same
- information sharing with relevant stakeholders on needs and services for victims of crime.

Victim Services will provide support to the committees for the completion of public education/awareness projects related to victims' issues.

List of Projects Funded in FY 2004-2005

Project	Description	Amount of Funding	Committee
Identifying Services to Victims of Violence	Pamphlets were developed, which identified services to victims of violence, emergency telephone numbers and statistics on violence, and distributed to organizations that provide services to victims of violence. Also placemats were developed and distributed to Health Care Corporation and Chamber of Commerce.	1,500.00	Committee for Peaceful Communities - Clarenville
Emergency Cards	Updated and reprinted resource cards which list telephone number of agencies frequently used by Victim Services as well as other agencies.	1,500.00	Regional Coordinating Committee Against Violence - St. John's
Translation of the Big Story Book (Trevor and the Bully)	Translation into French of an original story book which was previously funded. The book is aimed at preventing bullying among primary students	1,500.00	Grand Falls-Windsor Committee Against Violence - Grand Falls-Windsor
Bookmarks with Anti-Violence Message	Bookmarks with Anti-Violence message were developed for two target groups- Grades K-6 and Grades 7-12 and distributed to schools in the Corner Brook-Bay of Island Area.	1,500.00	Committee on Family Violence - Corner Brook

List of Projects Funded in FY 2005-2006

Project	Description	Amount of Funding	Committee
On Your Way Forum	Forums were delivered to Level III Students on the Northern Peninsula which focussed on Healthy Relationships, Dating Violence, Keeping Safe and Healthy, both physically and mentally.	1,500.00	Northern Peninsula Child Protection Team, Port Saunders
(1) Workshop - Abuse Against People with Disabilities (2) Newspaper Ad for Violence Prevention Month	A workshop to address abuse against people with disabilities to about 40 participants from various local organizations (types of abuse covered were emotional, financial, sexual and physical). Guest Speakers from Scotia Bank, Mental Health Services, Sexual Assault Center and RCMP facilitated. Also, media ads for violence prevention month were sponsored.	1,500.00	Committee for Peaceful Communities - Clarenville
Community Awareness of Family Violence	Candlelight Monologues were held to commemorate the women of Ecole Polytechnique in Montreal. All women from Burin Peninsula were invited.	400.00	Grace Sparkes House Board of Directors
Anti-Violence Messages	Placemats were designed with anti-violence messages and emergency phone numbers and distributed to restaurants throughout the area.	228.85	Labradorians for Peaceful Communities - Happy Valley-Goose Bay
Community Inclusion Project - Phase 3	Updating a resource directory and consumer manual for persons with disabilities, including those victimized by crime. These manuals were distributed to persons with disabilities throughout the Baccalieu Trail	1,500.00	Mariner Resources Opportunities Network Inc., Carbonear

