

---

---

ANNUAL REPORT

OF

**VICTIM SERVICES**

For the Period  
April 1, 2001 - March 31, 2002

---

---

---

---





## **GENERAL STATEMENT**

The Department of Justice, through the Corrections and Community Services Division, implemented the Victim Services Program in November, 1991. Provisions for the implementation of Victim Services are contained in the *Victims of Crime Services Act, 1988*. Ten (10) regional offices operate in the communities of St. John's, Carbonear, Clarenville, Gander, Grand Falls-Windsor, Stephenville, Corner Brook, Port Saunders, Happy Valley-Goose Bay and Nain. All offices are professionally staffed by one Coordinator, except in Carbonear, Gander and Grand Falls-Windsor where coordinating duties are shared by 1.5 staff and St. John's where coordinating duties are shared by four (4) staff. The Provincial Head Office is located in St. John's and has a complement of two staff, 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.

The implementation of Victim Services is based on the principles that victims should be treated with courtesy, compassion and respect for their dignity and privacy and that victims should suffer the minimum of necessary inconvenience from their involvement with the criminal justice system. While such services assist victims, they also promote greater efficiency and effectiveness in criminal justice system operations.

## **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 is 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 individuals 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.

### ***LEGAL DEFENCE FUND***

The Legal Defence 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.

---

---

## ***EXPENDITURES***

In FY 2001-02, Victim Services operated within a total budget of \$1,011,488. Ten (10) regional offices and the Provincial Headquarters were operated with this funding as well as the Professional Services Program, Legal Defence Fund and Victim Services Assistance Program. Revenue in the amount of \$141,394 was realized through collection of the Victim Fine Surcharge for FY 2001-02, an increase of \$22,829 from the previous fiscal year. Funding was provided by Justice Canada through the Victims' Initiatives Fund in the amount of \$25,000

---

---

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

---

---

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

<b>Region</b>	<b>2001-2002</b>
St. John's	1354
Carbonear	267
Clareville	227
Gander	185
Grand Falls-Windsor	292
Corner Brook	355
Stephenville	274
Port Saunders	86
Happy Valley/Goose Bay	465
Nain	175
<b>Total</b>	3680

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

During 2001-02, Victim Services assisted 3680 new clients, a slight decrease of 65 referrals over the previous fiscal year.

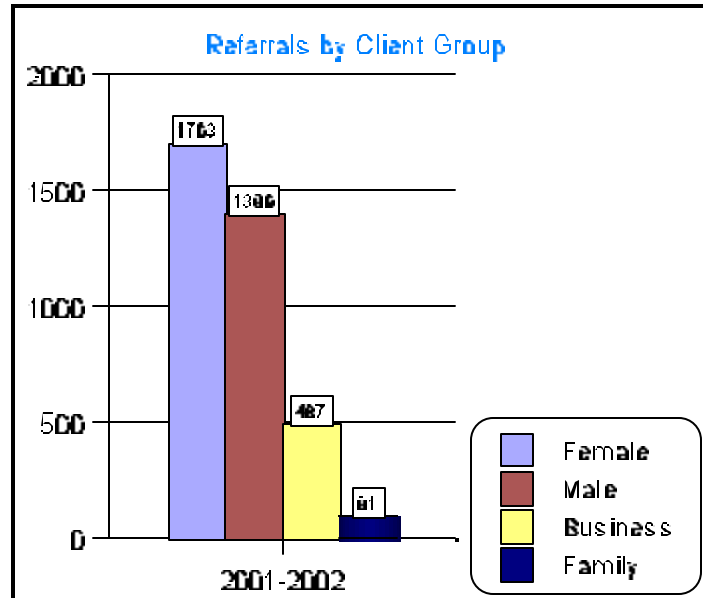
---



---

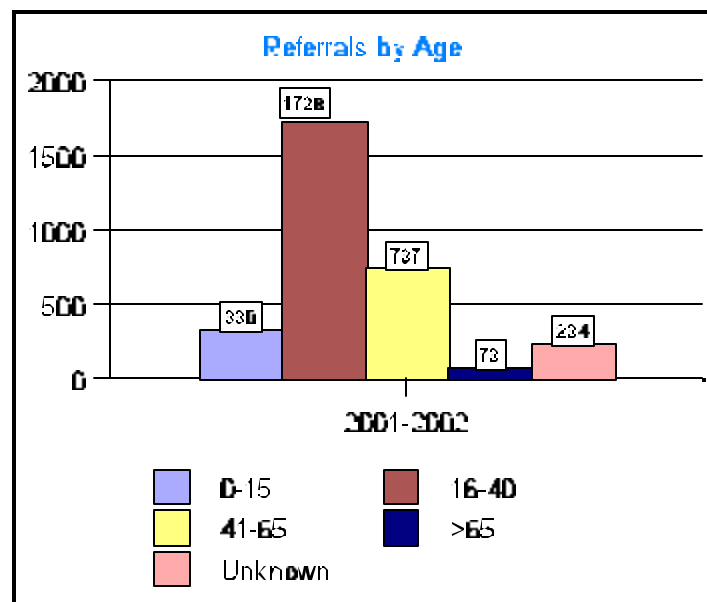
**Figure 1: Referrals by Client Group (Commentary)**

Females constitute the largest client group for 2001-2002, comprising 46% of referrals. Males are the second largest group, with 38% of the referrals. Businesses constituted 13% of the referrals, while families made up 3% of referrals.



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

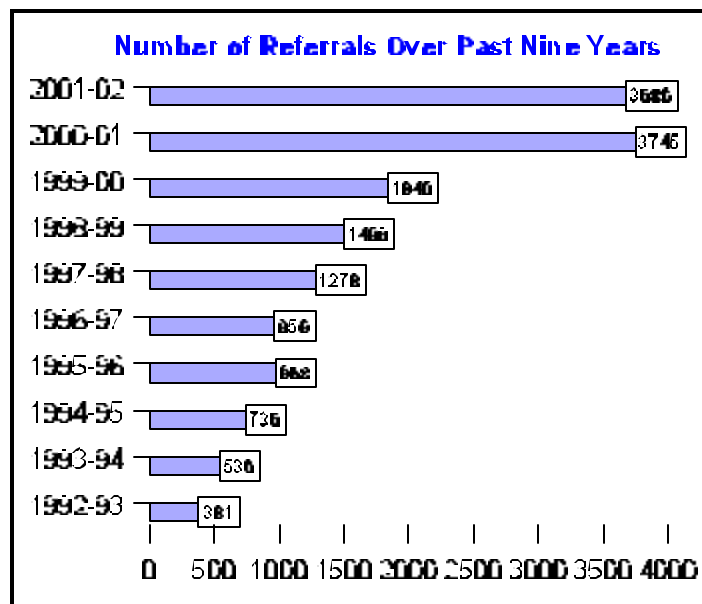
The 16-40 year age range comprised the largest age grouping of referrals with 1728. This was followed by 41-65 year range of 737. Over age 65 comprised 73 referrals. 234 referrals did not have a specified age associated with the referral. The 330 referrals under 16 year age group were referred for assistance with Victim Impact Statement.





### **Figure 3: Total Referrals Over Past Ten Years (Commentary)**

It's been ten (10) years since the inception of Victim Services. For the first 9 years, the total number of referrals had steadily increased, with the 10th year, (2001-2002), showing a slight decline of 1.7% over the previous fiscal year (2000-01). Fiscal year 2000-2001 saw an increase in requests for assistance to victims with the number of referrals showing a 104% increase from fiscal year 1999-2000. The most likely explanation for the increase is the change to the Criminal Code of Canada, Bill C-79, which came into effect on December 1, 1999. This Bill ensured all victims are notified of their right to complete a Victim Impact Statement in a criminal proceeding. Fiscal year 2001-2002 shows a 10-fold increase in referrals over the 10 year period.



---

---

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

<b>OFFENCE TYPE</b>	<b>2001-02</b>
Assault	968
Sexual Assault	176
Child Sexual Assault	97
Partner Assault	359
Impaired Driving	81
Property	1288
Child Abuse	36
Adult Survivor	39
Uttering Threats	326
Elder Abuse	8
Criminal Harassment	47
Other	453
Unknown	13

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

The three most prevalent referral types for FY 2001-02 were property, assault and other. The other category would consist of but not limited to the following offences: breach of court order, homicide, bomb threats, armed robbery, forcible confinement.

---

---

**TABLE 3**

**Average Number of Clients Per Month  
By Region and Number of Full Time Employees Per Region**

<b>Region</b>	<b>Average No. of Clients Per Month 2001-2002</b>	<b>No of FTEs per Region</b>
St. John's	753	4
Carbonear	210	1.5
Clarenville	155	1
Gander	183	1.5
Grand Falls-Windsor	184	1.5
Corner Brook	162	1
Stephenville	122	1
Port Saunders	81	1
Happy Valley/ Goose Bay	159	1
Nain	80	1

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

The average monthly caseload for fiscal year 2001-2002 by Regional Office shows the St. John's office as having the largest average number of clients, 188 clients, per month per Regional Coordinator. Other regional offices have larger geographical boundaries, which to some extent at least equalizes the workload.

---

---

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

<b>Service</b>	<b>2001-02</b>
General Information	5431
Specific Information	2055
Pre-Court Preparation	350
Victim Impact Statements	2411
Community Information	257
Referrals	211
Other Assistance	332

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

These figures represent the cumulative total of the services provided for fiscal year 2001-02 by all offices combined. 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**

<b>Office</b>	
St. John's	253
Carbonear	62
Clareville	51
Gander	124
Grand Falls-Windsor	50
Corner Brook	77
Stephenville	46
Port Saunders	22
Happy Valley-Goose Bay	145
Nain	17
<b>Total</b>	<b>847</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 at the request of the court or victim 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**

**Reporting Rate to Police by Region**

<b>Office</b>	<b>%</b>
St. John's	99
Carbonear	98
Clareville	99
Gander	98
Grand Falls-Windsor	98
Corner Brook	98
Stephenville	97
Port Saunders	97
Happy Valley-Goose Bay	99
Nain	100
<b>Average Reporting Rate</b>	<b>98%</b>

**Table 6: Reporting Rate by Regional Offices (Commentary)**

Reporting rates indicate the percentage of clients involved with Victim Services who also filed formal complaints with the Police. In the majority of cases, police reporting occurred by the time contact was made with Victim Services. This is consistent with reports from previous years.

---



---

**TABLE 7**  
**Amount Spent on Contracted Services**

<b>Service</b>	<b>2001-02</b>
Professional Services Program	80,313
Victim Services Assistant Program	7,965
Legal Defence Fund	14,408
Community Contributions Fund	12,000
Facilitator's Fees	1,500
<b>Total</b>	<b>116,186</b>

**Table 7: Professional Services Program (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 Legal Defence 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 8**
**Expenditures by Account**

<b>Account</b>	<b>Expenditure</b>
Salary	776,289
Employee Benefits	1,425
Transportation & Communication	59,969
Office Supplies	6,514
Professional Service	116,186
Purchased Services	43,429
Property, Furniture & Equipment	7,676
Total	<b>1,011,488</b>

**Table 8 : 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.

---

---



---

---