OREGON DEPARTMENT OF JUSTICE CRIME VICTIMS' SERVICES DIVISION CRIME VICTIMS' RESPONSE SECTION



ACTIVITY REPORT ON STATEWIDE
DISTRICT/CITY ATTORNEY BASED VICTIM
ASSISTANCE PROGRAM (DA/CA VAP)
FUNDS TO PROSECUTOR BASED
VICTIM ASSISTANCE PROGRAMS

FISCAL YEAR 2009-2010

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INTRODUCTION

PROGRAM BACKGROUND, OBJECTIVES & REQUIREMENTS: As a result of the 1983 Oregon legislature, (ORS 147.227) the Oregon Department of Justice, Crime Victims' Assistance Section (CVAS), now the Crime Victims' Services Division (CVSD) was given authority to disburse up to one-half of the unitary assessment monies that the Criminal Injuries Compensation Account receives from the Criminal Fine and Assessment Account, to counties and cities where prosecuting attorneys maintain comprehensive victims' assistance programs approved by CVSD (see Eligibility to Receive CFAA/UA Funds below). The funds are then distributed to counties and cities in which prosecuting attorneys maintain comprehensive victims' assistance programs approved by CVSD. In 2007, CVSD requested and received an increase in the CFAA/UA fund of \$2,000,000 for VAP's shared with the Crime Victims' Compensation Program (CVCP). For the purposes of this report, the funds will be referred to as District/City Attorney Based Victim Assistance Program (DA/CA VAP) funds.

The 2007-2009 biennium was the first time in which the equity study¹ formula was applied to CFAA/UA funds. This was the application of a single, equitable formula for allocation of funds to the District and City attorney based Victim Assistance Programs (VAPs). The increase in CFAA/UA funding for the VAPs in the 2007 Legislative Session provided an opportunity for adapting the CFAA/UA fund distribution formula.

In 2009, CFAA/UA funds were reduced by a 6% (a partial restoration of the 10% cut proposed by the Governor) budget cut. The Department of Justice (DOJ) elected to hold back an additional 4% of CFAA/Unitary Assessment funds (this was done to mitigate potential additional cuts should the economic forecast in the upcoming year require further cuts.) resulting in a 10% reduction in funding available for awards. However, in an effort to preserve key values of providing meaningful access to services and stabilized services throughout the state, CVSD met the reduction in CFAA/Unitary Assessment funding with VOCA dollars. This funding cut, along with decreases in County level funding, presents service delivery challenges to meet victims' needs, ensure that victims are aware of their rights and actively participate in the criminal justice process.

ELIGIBLE PROGRAMS: To qualify for approval by CVSD as a "comprehensive victims' assistance program," and thus be eligible for DA/CA VAP funds, a victims' assistance program must: 1) Be administered by the district attorney of the county or city attorney of the city; 2) Provide services to victims of all crimes; 3) Give service priority to victims of serious crimes against persons; and 4) Collaborate with community-based and government agencies to benefit victims. The program must also, in the determination of CVSD, effectively provide the following core services:

- ❖ Inform victims, as soon as practicable, of the rights granted to victims under Oregon law;
- Advocate for victims of serious person crimes as they move through the criminal justice system and advocate, when requested, for all other victims of crime;

¹ The formula uses counties as a unit of allocation, provides a base amount and adds a per capita allocation, based on the county population. The guiding principles include meaningful access to services as well as stability of services: using available funding to maintain all counties at current levels of funding or reducing all levels equitably.

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- ❖ Involve victims, when practicable or legally required, in the decision-making process in the criminal justice system;
- ❖ Ensure that victims are informed, upon request, of the status of the criminal case involving the victim;
- ❖ Assist victims in preparing and submitting crime victims' compensation program claims to the Department of Justice under ORS 147.005 to 147.367;
- Assist victims in preparing restitution documentation for purposes of obtaining a restitution order;
- Prepare victims for court hearings by informing them of the procedures involved;
- ❖ Assist victims with the logistics related to court appearances when practicable and requested;
- ❖ Accompany victims to court hearings when practicable and requested;
- ❖ Encourage and facilitate victims' testimony; and
- ❖ Inform victims of the processes necessary to request the return of property held as evidence.

Through annual reports, programs are required to acknowledge the delivery of the above core services. If a victim assistance program is not able to provide all of the above listed services, the program must provide information about why the services cannot be provided and the program's plan for re-establishing the required services. CVSD will then review and determine whether or not it would be practicable at the current time for the district attorney or city attorney to establish a more comprehensive program, and may make a recommendation to the Attorney General to qualify the program on a temporary basis under certain restrictions or conditions.

ALLOWABLE EXPENSES: Fund recipients may use the funds to pay for the costs associated with operating a victim assistance program that provides at the minimum, the above listed services to victims. Allowable costs include but are not limited to: salaries; benefits; operating expenses; such as rent, telephone, supplies, postage, utilities, etc.; equipment acquisitions; and contractual services.

REPORTING: Programs receiving funds are required by statute to submit an annual report to CVSD. The District or City Attorney must certify that the program is still providing comprehensive victim services in compliance with ORS 147.227. Forty programs reporting to the Department of Justice, Crime Victims' Services Division are currently in compliance. (During this past report year one city program was not able to comply with the funding requirements and no longer receives CFAA/UA funds).

In addition, the report must include:

- 1. PROGRAM NARRATIVE including activities and accomplishments completed during the report period in terms of meeting of objectives set forth in the approved program plan. Copies of any brochures or pamphlets, policies, procedures, guidelines or rules that have been developed for administration of the program, as well as controls for professional services, shall be attached.
- **2. PERSONNEL AND STAFFING** including the number of positions (full-time and part-time) and volunteers.
- **3. PROBLEMS** in operation or implementation of service in the program and critical observations, if any.

- **4. STATISTICAL** information on services provided as specified in the form supplied by the Department of Justice.
- **5. FINANCIAL REPORT** a summary of revenues and expenditures of the program in line item detail. Programs are required to submit a budget reporting on funds expended in the reporting period and are also asked to report on a projected budget for the upcoming period.

IMPLEMENTATION: As of January 2001, all 36 County District Attorneys' offices have a certified program, and today there are an additional 4 City Attorney offices receiving DA/CA VAP funds through CVSD. The current 2009–2011 distribution of CFAA/UA funds to Victim Assistance Programs is just over \$4 million for the biennium with an average of \$503,996 distributed quarterly.

CVSD supports all programs receiving CFAA/UA funding through program development, technical assistance and training. Certification of compliance for each program is achieved through site visits and the review of annual reports.

INCLUDED IN THIS REPORT: Each program receiving CFAA DA/CA VAP funds is required by statute to submit an annual report to the Department of Justice, Crime Victims' Services Division. That information has been compiled for presentation in this report in order to demonstrate the aggregate impact of CFAA/UA funds to the programs. This report includes:

- ❖ A compilation of the statistical reports received from programs for the period July 1, 2009 to June 30, 2010:
- * Report on the use of Volunteers and Volunteer hours;
- Summary of Common Outcome Measures;
- Summary of Crime Victims' Right Measures;
- ❖ A compilation of the Impact of honoring victims' rights;
- ❖ ODAA DA-VAP track conference report;
- ❖ State Victim Assistance Academy; and
- ❖ An appendix listing the programs receiving DA/CA VAP Funds.

2009 - 2010 UPDATES

REVISED OAR 137-078-0000 - 137-078-0051—CRIME VICTIM ASSISTANCE

These OAR's went through an amendment process over the report period in an effort to align the rules with the statutory change with ORS 147.227. These revisions also converted the CFAA funds issued by DOJ/Crime Victims' Services Division to a grant application further clarifying fiscal responsibilities. During this process, a small VAP workgroup met and provided input as well as the sub-committee² of the VOCA Advisory Committee specifically established to work on issues around the CFAA Unitary Assessment funds.

STATE FUNDING CUTS

The same 10% budget cuts experienced during the last report period continued in this report period. In an effort to preserve the key values of meaningful access to services and stabilize

² This sub-committee was established to fulfill the statutory requirement as described in ORS 147.227 to establish an advisory committee.

services throughout the state CVSD continued to backfill the loss of CFAA/UA funds with VOCA dollars resulting in less funds available to put towards competitive projects.

POST-CONVICTION PROGRAM IMPLEMENTATION

As a result of the passage of HouseBill 3634 during the February 2010 legislative session, and effective as of May 23, 2010, there is now more specific statutory language related to victims' rights. This new legislation expanded crime victims' rights into the post-conviction arena including appeals, post-conviction proceedings, and federal habeas cases. Legislation also clarified rights available in Board of Parole and Post-Prison Supervision cases and "guilty except for insanity" adjudications through the Psychiatric Security Review Board (both adult and juvenile). Additionally, the crime victims' compensation eligibility statute was broadened to include compensation for counseling and travel reimbursement related to post-conviction hearings.

A new Post-Conviction Program was established and implemented at DOJ, CVSD to ensure these new rights are honored for victims and their families. Services include direct advocacy to victims and victim representatives in all of the above types of cases and close coordination with other legal divisions within the Department of Justice as well as the VOCA funded County District Attorney Victim Assistance Programs, the Department of Corrections, Board of Parole and Post-Prison Supervision and the Psychiatric Security Review Board.

NATIONAL CRIME VICTIMS' RIGHTS WEEK - 2010

The CVSD staff collaborated with stakeholders locally and across the state to honor NCVRW 2010. Activities and events included:

- > The annual Crime Victims' Rights Commemoration event honoring nine individuals, nominated by their peers, who exemplified the theme of fairness, dignity, and respect in honoring crime victims' rights. Nominees represented law enforcement and advocates from governmental and non-profit programs providing victim services targeting restitution, domestic violence, seniors, sexual assault, and child abuse. This year the event was held at Willamette University (Salem, OR) and marked the development of relationships with student organizations that provide crime prevention education to students and support services for victims.
- > A Continuing Legal Education (CLE) opportunity in partnership with the National Crime Victim Law Institute entitled "Victims' Rights Review: 5 Years after the Federal Crime Victims' Rights Act and 2 Years After Oregon's Constitutional Amendment, Are Victims Better Off in our Criminal Justice System?"
- ➤ Marketing materials distributed statewide included 3,500 event/lapel stickers, 20,000 awareness stickers for use on mailings, and 20,000 specially designed awareness bookmarks for use year round. Additionally, CVSD supported the Oregon Crime Victim Law Center (OCVLC) in its creation of street banners which were hung in Salem and Portland, OR.

FAPA NOTIFICATION SYSTEM

The Family Abuse Protection Act (FAPA) Notification Project provides *earlier* notification for victims/petitioners filing Family Abuse Prevention Act (FAPA), Elderly/Disabled Persons Abuse Prevention Act (EPPDAPA) or Stalking Orders upon the respondent. This is one of the most dangerous times for a victim; timely notice is essential so that they can plan for their safety. The

project, in partnership with the Oregon State Police, Law Enforcement Data System and the Oregon Judicial Department, is expected to be implemented in December 2010. Victims/petitioners who voluntarily fill out a confidential information form requesting this free service will receive notification regarding service of a protection order via text and/or email message. While the official notification of service may take several days, the enhanced electronic notification would occur as soon as the information is entered into the LEDS database by the Sheriff's Office therefore notifying the victim/petitioner before the official notification. This enhancement to the "return of service" form already mailed to the victim comes at a time when domestic violence homicides have increased in Oregon. Sixty-six victims have died as a result of intimate partner homicide since January 2009 with 18 victims killed over a 30-day period in November 2009.

STATEWIDE VICTIM STATISTICS FOR 2009 - 2010

During the 2009-2010 DA/CA VAP fiscal year the Department of Justice collected the statistics to be reported in two formats: (1) <u>Fund specific</u>: numbers of victims served and services provided to victims with solely DA/CA VAP funds; and (2) <u>Program-wide</u>: numbers of victims served and services provided to victims for the entire Victim Assistance Program.

This section reports the <u>unduplicated number of victims served</u> and the <u>duplicated services</u> <u>provided to victims</u> as reported to CVSD by the 40 programs funded by DA/CA VAP monies during the period July 1, 2009 to June 30, 2010. This report also attempts to break down the "Other" category especially "Other: Miscellaneous". As a result, the numbers reflected under this category in this report are not easily compared to the previous report period.

The statistics depicted in Table 1 & 2 below illustrates the number of victims served and the average number of services provided by only those activities or staff positions directly funded by the CFAA DA/CA VAP funds during this report period and compares the data to the 2008 – 2009 report period.

The data in Table 1 below shows the greatest numbers of victims served statewide were in the property crime category at 5,593, a 28.5% decrease over the previous years report, and of the 24 programs reporting property crimes they served an average of 233 victims. Also consistent with previous years, the crime with the least number of victims served statewide is Adult Survivors of Incest or Child Sexual Abuse for total of 58 victims served, an average of 1.4 victims served as reported by 8 programs, relatively unchanged from the previous report. This report period shows a 10% increase of elder abuse cases from 2008-2009. The breakout of the elder abuse cases is shown in the footnote below Table 1. It is also worth noting the number of survivors of adult domestic violence and sexual assault receiving services decreased by 11% and 25% respectively. The overall number of victims served during this report period through the DA/CA VAP funds decreased by 16%.

TABLE 1: NUMBER OF VICTIMS SERVED WITH THE DA/CA VAP FUNDS

	2008 -	2009	2009	9-2010	
Type of Victim Served	Total Victims Reported	Average Number of Victims Served Per Program	Total Victims Reported	Average Number of Victims Served Per Program	% Change Total Victims Reported
Child Victims of Physical Abuse	509	12.7	484	16.7	-4.9%
Child Victims of Sexual Abuse	966	24.1	727	23.5	-24.7%
Victims of DUI/DWI	1,351	33.8	1,638.0	46.8	21.2%
Victims of Domestic Violence	4,947	123.7	4,371	128.6	-11.6%
Adult Victims of Sexual Assault	624	15.6	464	17.2	-25.6%
Adult Survivors of Incest or Child SA	66	1.6	58	7.3	-12.1%
Survivors of Homicide Victims	251	6.3	179	7.8	-28.7%
*Elder Abuse	416	10.4	461	6.5	10.8%
**Other: Violent Crime	3,124	78.1	5,094	65.0	63.1%
Other: Property Crime	7,822	195.6	5,593	233.0	-28.5%
Other: Miscellaneous	6,311	157.8	2,982	54.5	-52.7%
Total:	26,387	659.7	22,051	606.9	-16.4%

^{* 2009-2010} data collected on elder abuse includes 107 incidences of domestic violence, 72 incidences of assault, 176 incidences of ID theft, and 106 incidences of financial fraud.

^{**2009-2010} data collected on Violent Crimes includes: Robbery= 486; Assault= 1807: Stalking, Menacing=180; Burglary, theft, forgery, fraud=1398; Other=1223

TABLE 2: SERVICES PROVIDED WITH DA/CA VAP FUNDS

	2008	- 2009	2009	2009-2010		
Type of Services Reported	Total Reported Services	Average # of Services Provided by Programs	Total Reported Services	Average # of Services Provided by Programs	% Change in Total Reported Services	
Crisis Counseling	2,003	50.1	1,795	78.0	-10.4%	
Follow-up Contact	15,264	381.6	15,893	418.2	4.1%	
Therapy	14	0.3	28	7.0	103.6%	
Group Treatment	47	1.2	11	5.5	-76.6%	
Crisis Hotline	296	7.4	243	34.7	-17.9%	
Shelter / Safe House	133	3.3	142	15.8	6.8%	
Information and Referral (in-person)	9,070	226.7	6,769	178.1	-25.4%	
Criminal Justice Support / Advocacy	66,865	1,671.6	51,663	1,324.7	-22.7%	
Emergency Financial Assistance	924	23.1	868	54.3	-6.1%	
Emergency Legal Advocacy	1,496	37.4	1,048	61.1	-29.9%	
Assistance in Filing Comp. Claims	3,999	100.0	3,018	83.8	-24.5%	
Personal Advocacy	4,683	117.1	4,645	136.6	-0.8%	
Information and Referral (Email/Telephone)	21,332	533.3	21,998	594.5	3.1%	
Other: Death Notification	38	1.0	30	5.0	-21.1%	
Other: Respond to Emergency Room	86	2.1	84	7.0	-2.3%	
Other: Restitution	13,287	332.2	12,891	444.5	-3.0%	
*Other: Miscellaneous	6,897	172.4	8,299	470.8	20.3%	
Total:	146,434	3,661	129,425	3,920	-11.6%	

^{*} Miscellaneous data collected includes: Grand Jury=59; RO/Stalking Orders=253; VINE=905; Victim letters/impact statement=1046; victim rights=2357; other unspecified=3,679 (This figure also includes data on monitoring bench warrants, HB 3634, court accompaniment and presentations)

The above set of data in **Table 2** illustrates that the category where most services were reported solely through DA/CA VAP funds was Criminal Justice Support and Advocacy (51,663 services provided). This reflects a decrease of services in this category by 23% from the previous report period. The service referral provided the least was Therapy at 28 or an average of 7 victims served as reported by 4 programs Overall, the number of services provided by programs decreased by 11% from the previous report period. Victims across the state received and were supported on the average with 5.8 services each by a victim advocate supported by CFAA/UA funds. While the victims served are down by 16%, the services provided declined by 11%.

Tables 3 and 4 (below) show the number of victims served and services provided by the <u>entire</u> <u>District Attorney or City Attorney Victim Assistance Program</u> in each of the 40 sites reporting.

TABLE 3: TOTAL VICTIMS SERVED BY THE ENTIRE DISTRICT OR CITY ATTORNEY VICTIM ASSISTANCE PROGRAM

	2008 - 2009		2009		
Type of Victim Served	Total Victims Reported	Average Number of Victims Served Per Program	Total Victims Reported	Average Number of Victims Served Per Program	% Change in Total Victims Reported
Child Victims of Physical Abuse	1,892	47.0	1,720	52.1	-9.1%
Child Victims of Sexual Abuse	2,795	70.0	2,765	81.3	-1.1%
Victims of DUI/DWI	3,080	77.0	3,423	90.1	11.1%
Victims of Domestic Violence	10,695	267.0	10,478	91.1	-2.0%
Adult Victims of Sexual Assault	1,148	29.0	1,087	35.1	-5.3%
Adult Survivors of Incest or Child SA	102	3.0	105	10.5	2.9%
Survivors of Homicide Victims	519	13.0	336	14.6	-35.3%
*Elder Abuse	929	23.0	1,052	12.0	13.2%
**Other: Violent Crime	7,255	181.0	12,788	134.7	76.3%
Other: Property Crime	15,960	399.0	17,667	706.7	10.7%
Other: Miscellaneous	11,907	298.0	4,442	114.3	-62.7%
Total:	56,282	1,407.0	55,863	1,342.5	-0.7%

^{*2009-2010} data collected on elder abuse includes 200 incidences of domestic violence, 167 incidences of assault, 281 incidences of ID theft, and 404 incidences of financial fraud.

The data displayed in the **Table 3** above shows the category of crime in which the greatest number of victims were served statewide for the entire District or City Attorney Based Victim Assistance Program was Property Crime (17,667 victims served). Of the 25 programs reporting property crimes they served an average of 706 victims. The category with the least number of victims served were Adult Survivors of Incest or Child Sexual Abuse (105 victims served). The 40 District or City Attorney Based Victim Assistance Programs served an average of 1,342 victims during this report period, a slight decrease of 0.7% from the previous report period.

^{**2009-2010} data collected on Violent Crimes includes: Robbery= 1,308; Assault= 4,848: Stalking, Menacing=830; Burglary, theft, forgery, fraud=3531; Other=465

TABLE 4: TOTAL SERVICES PROVIDED BY THE ENTIRE DISTRICT OR CITY ATTORNEY VICTIM ASSISTANCE PROGRAM

	2008	3 - 2009	2009	2009-2010	
Type of Services Reported	Total Reported Services	Average # of Services Provided by Programs	Total Reported Services	Average # of Services Provided by Programs	% Change in Total Reported Services
Crisis Counseling	3,950	99.0	4,902	188.5	24.1%
Follow-up Contact	45,393	1,135.0	46,256	1,250.2	1.9%
Therapy	165	4.0	216	54.0	30.9%
Group Treatment	62	2.0	21	10.5	-66.1%
Crisis Hotline	2,300	58.0	2,044	340.7	-11.1%
Shelter / Safe House	257	6.0	272	30.2	5.8%
Information and Referral (in-person)	20,948	524.0	19,631	516.6	-6.3%
Criminal Justice Support / Advocacy	197,485	4,937.0	210,394	5,394.7	6.5%
Emergency Financial Assistance	1,609	40.0	1,925	96.1	19.6%
Emergency Legal Advocacy	3,857	96.0	4,978	276.6	29.1%
Assistance in Filing Comp. Claims	10,213	255.0	10,492	276.1	2.7%
Personal Advocacy	11,098	277.0	12,127	346.5	9.3%
Information and Referral (Email/Telephone)	60,786	1,520.0	68,549	1,757.7	12.8%
Other: Death Notification	53	1.0	53	8.8	0.0%
Other: Respond to Emergency Room	301	8.0	818	54.5	171.8%
Other: Restitution	23,030	576.0	20,418	658.6	-11.3%
Other: Miscellaneous	15,855	396.0	19,194	1,136.1	21.1%
Total:	397,362	9,934.0	422,290	12,396.4	6.3%

^{*} Miscellaneous data collected includes: Grand Jury=69; RO/Stalking Orders=1,123; VINE=3,332; Victim letters/impact statement=2,723; victim rights=6,575; other unspecified=5,302 (This figure also includes data on monitoring bench warrants, HB 3634, court accompaniment for both English and Spanish speakers, transportation and presentations)

Table 4 above, shows that the category of Criminal Justice support/advocacy was the area in which the greatest number of services were reported statewide for the entire DA/CA VAP's (210,394 services provided) with an average number of services provided in this category of 5,394 (39 programs reported in this category) per program. This is an increase in services provided of 6.5% from the previous report period. Victims across the state received and were supported on the average with 7.5 services each by the entire victim assistance program.

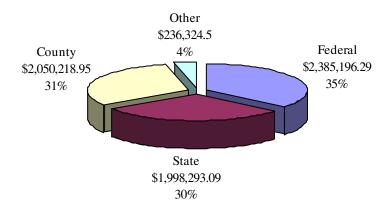
Overall, the data shows a decrease in the victims served (16%) and services provided (11%) by the CFAA/UA funds but when looking at the data for the entire victim services program the victims served has declined by a 0.7% while the services provided increased by 6.3% from the previous report period. The decline of victims served and services provided by the CFAA/UA funding may reflect the decrease in CFAA/UA and the increase to the VOCA funds backfilling the VAP's.

These numbers do not represent all participating programs as not every program breakout their statistics beyond the requested categories in the same way.

DA/CA VAP FUNDING SOURCES

The District and City Attorney Based Victim Assistance Programs receive financial support from several funding sources. The core funds supporting the VAP's are: the CFAA/UA State funds, County general fund monies and a variety of federal funds which may come directly from the Federal government or through Oregon's Crime Victim Services Division. These federal funds are both competitive and non competitive. As noted in Chart 1 below, during the report period 35% of the funds supporting DA/CA VAP's was from Federal dollars followed by the County level support at 31%. This reduction in financial support by the CFAA/UA dollars reflects the state budget cuts incurred by this fund during the report period.

CHART 1: 2009-2010 DA/CA VAP FUNDING SOURCES



STATEWIDE FTE FUNDED BY DA/CA VAP

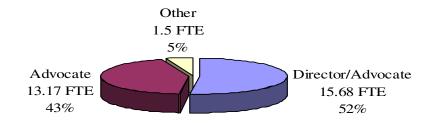
As reported by programs, the majority of the DA/CA VAP monies fund staff time (FTE) in DA/CA VAP's across the state. In this reporting period, CFAA/UA funds fully or partially supported the FTE of 15.68 Victim Assistance Directors representing 31 positions and 31 programs across the state. CFAA/UA funds also support 13.17 FTE Advocate positions. This represents 26 positions in 18 VAP programs. Overall, a 13% reduction in CFAA/UA supported FTE than in the previous report period. This change is most likely the result of the cut in CFAA/UA funds over the report period. DA/CA VAP's are having to cut FTE as well as shift personnel into other possible funding sources. This is the second year, and will probably continue to be the trend, where no volunteer coordinators are funded with these dollars but the FTE represents the support of the core VAP staff. Table 5 below details the FTE funded positions across the State and the percentage of change from the previous report period. Chart 2 provides a visual of the percentage of FTE by position.

TABLE 5: FTE FOR EACH POSITION FUNDED BY CFAA/UA VAP FUNDS

	TOTAL FTE PAID BY CFAA/UA FUNDS				
POSITION FUNDED	2008 - 2009	2009 - 2010	% CHANGE		
Director	15.9	15.68	-1.40%		
Advocate	15.3	13.17	-13.92%		
*Other	3.8	1.5	-60.52%		
TOTAL FTE PAID BY CFAA/UA FUNDS	35	30.35	-13.30%		

^{*} Other represents FTE dedicated to part-time positions such as restitution specialists.

CHART 2: UTILIZATION OF DA/CA VAP FUNDS BY FTE 2009-2010



REPORT ON THE USE OF VOLUNTEERS/INTERNS

It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself. Ralph Waldo Emerson

While volunteer coordinator positions are not being funded by these dollars, volunteers remain a vital component of the success of many of the VAP Programs. A volunteer adds to the overall economic output of a county and reduces the burden on county spending while enhancing the FTE availability to assist with victim services. A volunteer also helps to build on successful efforts towards a more cohesive community and widens the safety net for family and friends who may become victims in their lifetime. Volunteers fulfill a myriad of responsibilities including basic advocacy training and, in some instances, are critical in meeting the objectives identified in the grant funding. Volunteers and interns assist with follow-up calls to survey appropriate victims on the effectiveness of the VAP during their case; accompany victims to grand jury, set up data gathering statistical spreadsheets as well as assist in the gathering of statistics and clerical work to support the VAP.

During this report period it was reported that 270 individuals volunteered their time for a total of 107,164 volunteer hours across the state. The total volunteer hours equates to 51 FTE which is an average of 1.28 FTE per DA/CA VAP across the state. The reports from grantees shows that although the number of volunteers remained relatively the same the number of volunteer hours reduced by approximately 1% from the previous report period.

TABLE 6: VOLUNTEER HOURS

2008 - 2009				
# Of Volunteers	# Of Volunteer Hours			
268	115,342			

2009-2010				
# Of Volunteers	# Of Volunteer Hours			
270	107,164			

REPORT ON COMMON OUTCOME MEASURES USED BY CVSD GRANTEES TO COLLECT CLIENT FEEDBACK

Information and data in this section reflects the results from the DA/CA VAP common outcome measures and have been summarized from the full report entitled: Report on Common Outcome Measures Used by CVSD Grantees to Collect Client Feedback July 2009-June 2010.

Since January 2006, the Crime Victims' Services Division of the Oregon Department of Justice has required that approximately 120 victim services providers receiving CVSD administered grant funds collect and report quarterly on data with regard to three outcome measures. Of the 120 victim service providers, 40 are DA/CA VAP's. All grantees use a single outcome measure, as well as two additional measures that are specific to the services they provide. CVSD directs that grantees determine which clients are appropriate to be surveyed (i.e. not clients in crisis), and that grantees collect feedback from at least 10% of this group.

Grantees submit the following information to CVSD:

- ❖ Number of client surveys distributed;
- ❖ Number of client surveys collected;
- Method of distributing surveys;
- Number of responses to each of the required; and
- Any additional information grantees want to report (e.g., open-ended client comments, grantee explanation of success or challenges in process of collecting data).

In each of the four reporting quarters of the reporting year between 11 and 17 of the approximately 120 grantees reporting³ reported a return rate of less than 10%. In each quarter the majority of these grantees were Victim Assistance Programs (DA/CA VAP). In most cases the low return rate was the result of how the forms were distributed. Programs that send out feedback forms with victim notification packets to all victims may only hear back from the considerably smaller number who have significant interaction with the program. Small counties that send out forms only when cases are closed may send out a very small number of forms. Return of only two forms may result in a 50% return rate. Conversely, if those two forms are not returned, the rate plummets to 0%. A very small number of grantees across all groups failed to meet the 10% return rate in more than 2 quarters. When this occurs, grant monitors try to work with grantees to identify and address the challenges they have faced.

Tables 7-10, below, indicate the rate of return for DA/CA VAP's, comparing the current reporting year with the two prior years. Overall, slightly fewer forms were distributed between July 2009 and June 2010 than had been distributed from July 2008 to June 2009, and fewer forms were returned, resulting in a slight increase in the return rate. Perhaps in a sign of the times, a grantee from a county in which the economic impact is high wrote, "We were less successful contacting families during this reporting period. We are not sure the reason why. There [were] many more [telephone] numbers which had been changed or were disconnected..."

³ In each quarter a small number of grantees (3-8) are not able to fulfill the reporting requirement. Reasons for this vary but generally focus on a transition in leadership or other staffing that results in survey forms not being distributed and/or collected. In these cases, grant monitors work with the grantee to address and remedy the failure,

Sometimes the rate of return does not tell the whole story. Two grantees that have fallen below the 10% return rate for all quarters during the past year provided these thoughts:

"Our office notes that the great majority of the returned feedback forms have positive comments for Victim's Services. This is in line with what we hear personally from victims during our interactions. However, we find that we receive a lower feedback form return rate than we would like. We believe the victims may not desire to revisit the process by the time the disposition documents are sent to them. We are currently reviewing how we might revise our procedure to have victims fill out forms at the time they come in for the sentencing."

"[Our County] Victim Assistance has received many positive verbal responses throughout the last three months. The victims who ask for restraining orders have been extra appreciative. The negative responses that were received verbally were usually about plea bargains that the victims disliked."

Table 7: Distribution, Collection & Return Rate: <u>DA/CA VAPs Only</u>

Reporting Period	# Forms Distributed	# Forms Returned	Rate of Return
7/07-6/08	20,145	2,959	14.7%
7/08-6/09	23,105	3,598	15.6%
7/09-6/10	20,441	3,269	16.0%

Grantees are allowed latitude in determining which clients to survey and how and when to administer the survey. Grantees are asked to report on their method of distribution and collection. A sample response includes: Forms are handed to victims that attend sentencing to fill out at that time, or return to our office later. We call victims who do not attend sentencing. If we do not reach the victim by phone, a survey is mailed along with a self-addressed envelope for return."

The form asks questions to capture not only the method of distribution, but also grantee reflections on the challenges encountered in the process. Two DA/CA VAPs describe efforts to increase their rates of return:

We have begun having a trained volunteer call families to ask follow-up questions and to obtain the outcomes measures. This is responsible for the improved response rate.

We have dedicated...the advocate who works with clients on Grand Jury day, which occurs every Wednesday in our county to help distributed these forms. This advocate goes over the survey with each victim after explaining the process. The victim does not have to fill out the survey at this time (although most do) but this does help them to know the importance of the form and know about the services that are offered by our program. Going over the survey with them at the beginning of the case has not only resulted in a higher turnout, but also higher ratings. [This program reported 60 out of 60 surveys returned for the quarter.]

Grantees as a whole take negative feedback very much to heart. DA/VAPs receive feedback from victims who may focus on their disappointment or frustration with the disposition of a case and not on the quality of services provided by the victim assistance advocate. One VAP wrote,

We have added a final question to the feedback forms asking "If you have indicated in your responses above that you were not satisfied with our services, can we give you a call to further discuss how we can improve our program?" We received only one affirmative response from a Victim, who stated: 'This case should not have gone as far as it has. This is not a "black and white" case. I do not feel the DA adequately represented the "Victim" in this case."

A victims' advocate attempts to contact those clients who report dissatisfaction with the services provided by the [VAP] and who indicate that they would have no objection to a follow-up call. As noted in the scenario above, the majority of the time, their dissatisfaction has more to do with the charges/plea or sentence rather than services provided by the advocates. We are striving to more clearly explain to clients that the purpose of the feedback form is to evaluate the VAP rather than the criminal justice system.

The three outcome measures collected by the DA/CA VAP's are written below and presented in a box, with the cumulative responses shown in Tables 8 - 10. Again, the current reporting year is compared to the prior year. Feedback is overwhelmingly positive across all quarters and all years. Responses to the services-specific measures were also positive.

- Table 8: Eighty-nine percent (89%) of DA/VAP clients responding agreed or strongly agreed
- Table 9: Ninety percent (90%) of DA/VAP clients responding agreed or strongly agreed
- Table 10: Eighty-eight percent (88%) of DA/VAP clients responding agreed or strongly agreed

"The services provided by this program helped me make informed choices about my situation."

TABLE 8:	VICTIM	RESPONSE	REPORTED	BY DA/CA	VAPS ONLY	

Period	Total	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
7/07-6/08	2,739	1,393 (51%)	955 (35%)	98 (4%)	73 (3%)	220 (8%)
7/08-6/09	3,075	1,632 (53%)	1,079 (35%)	78 (3%)	65 (2%)	221 (7%)
7/09-6/10	3,066	1,648 (53.8%)	1,077 (35.1%)	76 (2.5%)	63 (2.1 %)	202 (6.6 %)

"As a result of the information I received from this agency, I better understand my rights as a victim of crime."

TABLE 9: DA/CA VAP CLIENT RESPONSE ABOUT UNDERSTANDING CRIME VICTIMS' RIGHTS

		Strongly			Strongly	No
Period	Total	Agree	Agree	Disagree	Disagree	Opinion
7/07-6/08	2,721	1,392 (51%)	994 (37%)	96 (4%)	69 (3%)	170 (6%)
7/08-6/09	3,070	1,649 (54%)	1,140 (37%)	57 (2%)	62 (2%)	162 (5%)
7/09-6/10	2,949	1,635 (55.4%)	1,029 (34.9%)	66 (2.2%)	63 (2.1%)	156 (5.3%)

"The information given to me by this agency helped me better understand the criminal justice system process as it relates to my case."

TABLE 10: DA/CA VAP CLIENT RESPONSE ABOUT UNDERSTANDING THE CRIMINAL JUSTICE SYSTEM

Period	Total	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
7/07-6/08	2,678	1,242 (46%)	906(34%)	134 (5%)	75 (3%)	321 (12%)
7/08-6/09	3,068	1,544 (50%)	1,149 (37%)	83 (3%)	74 (2%)	218 (7%)
7/09-6/10	2,873	1,519 (52.9%)	1,013 (35.3%)	91(3.2%)	65 (2.3%)	185 (6.4%)

The reporting form also asks for any additional relevant information grantees wish to submit. As a rule, grantees use this space to include open-ended responses from clients who complete the survey forms. The overwhelming majority of the responses are positive, however grantees also include critical comments they receive. Some of these have to do with unmet needs that result from lack of grantee resources:

A few of the many examples of the positive feedback reported by grantees include:

"We appreciated the phone calls and the updates. We also appreciated knowing the final outcome. We were sorry the defendant was not eligible for any kind of rehab, because he so needed help. Many thanks to all of you for the service you provided!"

"[The Advocate] at the DA's office and [the Advocate from the DVSA program] are truly wonderful. They are pros at a tough job and are to be recognized. They helped me tremendously." [DA/VAP reporting feedback that reflects one of the frequent collaborations between partner agencies]

"If it wasn't for [the VAP] I wouldn't have known what to do. She helped me more than her job. She showed me that I was a person, not something people can kick around. I got my self confidence back. I need to thank everyone in [this] County for all their help to get my life back."

[&]quot;Disappointed that defendant got away with a slap on the hand. Not happy with the decisions made."

[&]quot;Phenomenal follow-up. Thank You!"

REPORT ON CRIME VICTIMS' RIGHTS PERFORMANCE MEASURES

The DA/CA VAP's provide data on a quarterly basis describing the distribution of crime victims' rights request forms and of these rights, which rights that a victim goes on to request. Due to two legislative changes, including the addition of the Post-Conviction program the report form went through a couple of changes. This report will only show the data that was provided consistently throughout the report period.

During this reporting period, 45,048 "Victims' Rights Request Forms" were distributed. Of these, 15,949 (35.4%) were returned with requests for certain rights. The breakdown of the request rights include:

TABLE 11: CRIME VICTIMS' RIGHTS REQUESTED

Crime Victims' Right	Victims' Requesting this Right	% of Victims' Requesting This Right
To be notified in advance of any critical stage of the case heard in open court.	13,873	86.98
In a violent felony case, to talk with the District Attorney or juvenile department before a plea agreement is made.	4,894	30.69
To be notified in advance about release hearings.	6,671	41.83
To limit the distribution of information about and recordings of sexual conduct.	779	4.88
If the crime involved the transmission of body fluids, to request HIV testing.	635	3.98
In a DUII automobile collision case, to request that information about the case that is given to the defendant is also shared with you.	756	4.74
To be notified in advance about probation revocation hearings.	3,566	22.36
To allow no coverage of sex offense proceedings by media television, photography or recording equipment.	819	5.14
To have as a special condition of post-prison supervision that the person convicted in your case not live within three miles of your home if you were younger than 18 years old when the crime occurred (exceptions may apply).	864	5.42

Although the data is informative, there is not a consistent means of determining what type of crimes occurred for which victims requested certain rights. The original purpose of the data collection was to ensure that victims were being notified that certain rights were not automatic and needed to be requested. The Victim Assistance Programs have been conscientious in providing this information through the "Victims' Rights Request Forms" to victims.

Since the commencement of the Post-Conviction program in May 2010, this right has been tracked by VAP's as well as victims' submitting this information directly to CVSD. To date, victims' requesting the post-conviction right whose case resulted in a conviction totals 989.

IMPACT OF HONORING VICTIM RIGHTS

When the victims' rights constitutional amendments passed in 2008 it opened the gates for further legislation around victim rights: The implementation plan for enforcement are found in Senate Bill 233 from 2009 as well as the passage of HB 3634 Post-Conviction victim rights (See further information on this program on page 3 of this report) in May of 2010. The additional piece of legislation, HB 3508⁴, brought additional requirements. No one is more enthusiastic about the evolution of victims' rights in Oregon than VAP's and the victims' with whom they provide services. However, the reality is such that with every new piece of legislation passed without the financial support to fulfill the mandate, an additional responsibility is placed on the victim assistance program to further support and uphold victim rights. The annual report submitted by VAP's asked two questions regarding honoring victims' rights. The following summarizes the responses for each of those questions.

1. How has enforcing victim rights changed the role of the VAP?

- By far the most common response to this question is the increase in documentation to meet required timeframes which places high demands on the VAP's and their staff. As a result, less time is available for face-to-face victim contact. Along with this, VAP's reported they spend more time with followup contacts to ensure victims understand the criminal justice system process and their role.
- Victim's rights are becoming increasingly recognized by other entities [court staff, prosecutors, judges] within the judicial system. With that recognition comes the understanding of the importance of the VAP office and what they do for the victims. As a result these other staff, judges and prosecutors have begun playing a more active role in assuring that they are doing everything possible to ensure the victims are receiving the rights they deserve. Communication has improved between colleagues. Several VAP's responded by saying that one result of the work with honoring victim rights has been to slow down the process by which cases go through the court. Judges will ask questions to ensure that the victim has been notified or is present at sentencing.
- Some VAP's have developed new policy and procedures in order to comply with the new rules concerning victims' right and certification.
- Victims provide feedback that says they feel validated and encouraged in becoming included and involved in the criminal justice system process.
- The victim rights constitutional amendments passed in 2008 has helped to empower advocates as well as victims.

⁴ HB 3508 intends to ease costs of Measure 57 implementation. Among other things: "Earned time" (also known as "good time") was increased from 20 percent to 30 percent for a large number of prisoners, which will cut short their sentences. Supervision was cut for prisoners re-entering the community by half, and probation was effectively cut from two years to one. Jail time for probation violators was cut from 180 days to 60 days - a two-thirds reduction. Due to this legislation, VAP's were asked to notify victims whose offenders were in prison but could potentially be released early.

2. As you reflect on providing services to victims over the past year, what has been the most difficult in providing victims their rights?

- The overwhelmingly common response to this question by VAP's is the difficulty of locating victims and inform them of their case due to changes in address and or phone. This was a frequent frustration prior to the recent victim rights changes but the urgency to inform victims to honor their rights in an appropriate timeframe becomes an issue. The lack of response to phone calls and/or correspondence is a challenge and along with an increased amount of time trying to locate victim(s). This includes tracking victims to get restitution figures or just find out how involved they wish to be in their case.
- There are counties where the communication between the court staff and the DA's office has improved however, there are VAP's reporting that they are provided minimal notification of hearings being placed on the docket and no time to notify the victims and their concern that a victim may file a grievance.
- Funding levels are a challenge. VAP's commented that fulfilling the legislative mandates without additional funding is an issue which amplifies the impact of budget cuts resulting in furloughs or reduced hours with the same or increased workload.
- Retaining volunteers is more crucial than ever. With reduced FTE in the VAP staff, volunteers can provide services that would otherwise not be met.
- Prompt restitution is a victim right and while most victims believe they will receive restitution from the defendant at the conclusion of the case this is not true in many cases. Working on restitution is a time consuming responsibility especially in major assault cases. Some VAP's are seeing a rise in restitution hearings, after a request has been accepted by the court, further victimizing the victim since they are required to appear to justify why restitution should be awarded. Once restitution is awarded, victims find that they are receiving very small amounts each month or nothing at all. VAP's receive calls from victims regarding non payment and the VAP is very limited in what they are able to do to follow up on this issue for the victim. As a result, victims feel as though they have not seen justice and their rights not honored.

OREGON DISTRICT ATTORNEY ASSOCIATION SUMMER CONFERENCE DA VAP CONFERENCE TRACK REPORT

The Oregon District Attorney Association (ODAA) summer conference continues to be the ideal collaborative venue to provide training for District Attorney based victim assistance directors/coordinators. During the 2010 ODAA Conference 33 out of 36 Victim Assistance Providers attended the conference for the 5th year. CVSD offered a VAP track allowing VAP's to network and share ideas with colleagues as well as participate in several presentations/training which included:

- Post-Conviction Victim Assistance Program With the passage of new crime victims' rights legislation HB3634 provides for specific statutory language following the conviction and sentencing on a criminal case involving person crimes. Gaining knowledge of how these services are to be rolled out was vital to the work of VAP and the increased responsibility of honoring crime victims' rights.
- National Crime Victims' Rights Case Law National Crime Victim Law Institute shared some of their top cases from the past year which included victim privacy, rape shield, ethic and victims' rights.

- Oregon Crime Victims Law Center Update This non-profit Center has just completed their first year since opening their doors and the Director presented on cases to date in honoring victims' their rights.
- Crime Victims' Rights Compliance This presentation by CVSD Crime Victim Rights Coordinator focused on the nonjudicial/noncompliance complaint process.
- Domestic Violence Resource Prosecutor (DVRP) The Coordinator of the DVRP project discussed the purpose of the project and her role working across the state.
- CVSD related information such as an update on the new CVSD E-Grant management system and FAPA notifications through LEDS.

STATE VICTIM ASSISTANCE ACADEMY

The Oregon State Victim Assistance Academy (SVAA) continues to be an essential component to the training of victim service providers and allied professionals across the State. This 40-hour academic based victim service foundation training not only provides information and skills for advocates who work with victims of crime but also allows participants to network, share ideas and best practices. By completing the SVAA participants can also earn four Clackamas Community College elective credits. It is also one step in the process of becoming a certified Victim Service Specialist through the Oregon Certification and Standards Program.

SVAA is administered by the Crime Victims' Assistance Network (CVAN) which advocates for the rights of victims of crime and promotes victim services in Oregon. CVAN staff and several volunteers continue their many hours of review of the SVAA training materials. This next year, CVAN is recruiting for a SVAA Academy Director. This position will coordinate and organize two bi-annual state trainings, but also coordinate the ongoing work of the SVAA Committee to keep the training materials relevant and identify advance training topics.

SVAA is funded through VOCA training funds. During this reporting period SVAA provided two week-long training academies in October 2009 and June 2010.

- Fourteen victim service providers attended the October 2009 Academy. The Academy was attended by participants representing: Six District Attorney Victim Assistance Programs; four domestic violence/sexual assault non-profit programs; two child abuse intervention centers, one youth program and one from a general victim services program.
- Seventeen advocates attended the June 2010 Academy. The Academy was attended by participants representing seven county District Attorney Victim Assistance Programs, four domestic violence/sexual assault non-profit programs, four child abuse intervention centers, one department of corrections and one youth program.

The diversity of the group enhances the networking and collaboration opportunities of this Academy.

CONCLUSION

With all the changes and funding cuts, DA/CA VAP's continue to provide more services to victims overall. The services to victims through just the CFAA/UA have declined but that coincides with the cut in the funding and the reduced FTE supported by these funds. The continuing rise of services to victims by the entire program relates to the funding increase of VOCA dollars to the District Attorney (DA) VAP's.

A closer look at the funds supporting the DA VAP's is worth noting. This information has been gathered from the annual reports (unless otherwise noted) submitted by the 36 County DA VAP's:

- 4 County VAP's are solely supported by CFAA/UA and VOCA non-competitive funding.
- 15 County VAP's receive no county level funding.
- 15 County VAP's are currently receiving some kind of federal competitive funds, 4 of those 15 will lose this funding as of September 30, 2011 and will be reliant on CFAA/UA and VOCA non-competitive funding only.
- 10 Counties will lose 20% of their General Fund with the phase out of the O&C Timber funds further affecting VAP's⁵.
- 6 of the worst hit counties will lose between 34 and 67 percent of their county general fund with the expiration of the timber funds⁶.

The loss of competitive funds along with county level funding will slash Advocate positions, and for some, will cut the director/coordinator positions sometimes leaving the VAP office without a single full time staff position. The role of the VAP is essential to the recovery process of a victim and their family. The reduction of these services in any county would be a significant loss to Victims.

CVSD thanks the DA/CA VAPs throughout the state for their diligent and passionate efforts to facilitate effective change in a victims' life.

⁶ Final Report from the County Services Planning Council Subcommittee to the Task Force on Effective and Cost-Efficient Services Provision.

⁵ Secure Rural Schools & Community Self-Determination Act: It's Impacts and the State's Response, Association of Oregon Counties, April 2010.

ADDITIONAL INFORMATION AND QUESTIONS

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> Phone: (503) 378-5348 FAX: (503) 378-6974



APPENDIX A

COUNTY VICTIMS' ASSISTANCE PROGRAMS			
<u>COUNTY</u>	ADDRESS/PHONE/FAX		
Baker	1995 Third Street, Ste 320 Baker City, OR 97814 Phone: 541-523-8344 Fax: 541-523-3913		
Benton	120 NW Fourth Street Corvallis, OR 97330 Phone: 541-766-6815 Fax: 541-766-6701		
Clackamas	708 Main Street Oregon City, OR 97045 Phone: 503-655-8616 Fax: 503-650-3598		
Clatsop	PO Box 149 Astoria, OR 97103 Phone: 503-325-1599 Fax: 503-325-9305		
Columbia	230 Strand Rm. 328 St. Helens, OR 97051 Phone: 503-366-3914 Fax: 503-366-3917		
Coos	250 North Baxter Coquille, OR 97423 Phone: 541-396-3121 x 468 Fax: 541-396-2991		
Crook	300 N.E. Third Street Prineville, OR 97754 Phone: 541-447-4158 Fax: 541-447-6978		
Curry	PO Box 746 Gold Beach, OR 97444 Phone: 541-247-3289 Fax: 541-247-6680		
Deschutes	1164 NW Bond St. Bend, OR 97701 Phone: 541-388-3186 Fax: 541-330-4698		
Douglas	PO Box 1006 Roseburg, OR 97470 Phone:541-440-4388 Fax: 541-440-4403		

Gilliam	PO Box 636
	Condon, OR 97823
	Phone: 541-384-4704
	Fax: 541-384-3846
Grant	201 S. Humboldt, STE 100
	Canyon City, OR 97820
	Phone: 541-575-0146
	Fax: 541-575-0173
Harney	450 North Buena Vista
	Burns, OR 97720
	Phone: 541-573-8399
	Fax: 541-573-8304
Hood River	309 State St.
	Hood River, OR 97031
	Phone: 541-386-3103
	Fax: 541-387-6804
Jackson	715 W 10th St.
	Medford, OR 97501
	Phone: 541-774-8181
	Fax: 541-608-2982
Jefferson	75 SE "C" St.
	Madras, OR 97741
	Phone: 541-475-4452 x4104
	Fax: 541-475-4512
Josephine	500 NW 6th St.
1	Grants Pass, OR 97526
	Phone: 541-474-5200 ext 3081
	Fax: 541-474-5201
Klamath	316 Main St.
	Klamath Falls, OR 97601
	Phone: 541-883-5147
	Fax: 541-883-5107
Lake	513 Center St.
	Lakeview, OR 97630
	Phone: 541-947-6009
	Fax: 541-947-6008
Lane	125 E. 8th Ave. Rm. 400
	Eugene, OR 97401
	Phone: 541-682-3740
	Fax: 541-682-3693
Lincoln	225 W Olive St., Room 100
1 2 2 2 2 2	Newport, OR 97365
	Phone: 541-265-4145
	Fax: 541-265-3461
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Linn	PO Box 100
	Albany, OR 97321
	Phone: 541-967-3805
	Fax: 541-928-3501
Malheur	251 "B" St. W Box 6
	Vale, OR 97918
	Phone: 541-473-5127
	Fax: 541-473-5199
Marion	PO Box 14500
	Salem, OR 97309
	Phone: 503-588-5253
	Fax: 503-373-4348
Morrow	PO Box 664
	Heppner, OR 97836
	Phone: 541-676-5665
	Fax: 541-676-5660
Multnomah	1021 SW 4th, Rm. 804
	Portland, OR 97204
	Phone: 503-988-5451
	Fax: 503-988-3304
Polk	850 Main St.
	Dallas, OR 97338
	Phone: 503-623-9268
	Fax: 503-623-7556
Sherman	PO Box 393
	Moro, OR 97039
	Phone: 541-565-3434
	Fax: 541-565-3178
Tillamook	201 Laurel Ave.
	Tillamook, OR 97141
	Phone: 503-842-1241
	Fax: 503-842-1802
Umatilla	216 SE 4th St.
	Pendleton, OR 97801
	Phone: 541-278-6265
	Fax: 541-278-5466
Union	1007 Fourth St.
	La Grande, OR 97850
	Phone: 541-963-1056
	Fax: 541-963-1080
Wallowa	101 S. River
	Enterprise, OR 97828
	Phone: 541-426-4543 x640
	Fax: 541-426-6128

Wasco	511 Washington St. Rm 304
	The Dalles, OR 97058
	Phone: 541-506-2685
	Fax: 541-506-2681
Washington	150 North 1st Ave.
	Hillsboro, OR 97124
	Phone: 503-846-3495
	Fax: 503-846-3407
Wheeler	P.O. Box 446
	Fossil, OR 97830
	Phone: 541-763-4207
	Fax: 541-763-2026
Yamhill	535 E. 5th St.
	McMinnville, OR 97128
	Phone: 503-434-7510 ext. 4425
	Fax: 503-434-4524

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CITY VICTIMS' ASSISTANCE PROGRAMS			
<u>CITY</u>	ADDRESS/PHONE/FAX		
Beaverton	PO Box 4755 Beaverton, OR 97076-4755 Phone: 503-526-2215 Fax: 503-526-2479		
Eugene	915 Oak Street Suite 310 Eugene, Oregon 97477 Phone: 541-682-8432 Fax: 541-682-8430		
Pendleton	500 SW Dorion Pendleton, OR 97801-0190 Phone: 541-966-0235 Fax: 541-966-0231		
The Dalles	313 Court St The Dalles, OR 97058 Phone: 541-296-5481 ext. 1122 Fax: 541-296-6906		