Our goal is to help victims of crime mitigate their trauma, navigate the criminal justice system and rebuild their lives. The following is a summary of the outcomes for the Victim Services Division (VSD) for the calendar year 2017. This report includes the following four units: advocacy, claims, mass casualty, and sentence planning.
OVERALL DIVISION
ACCOMPLISHMENTS
RESOURCES

Staff Size

75% increase in the number of staff from 2014 to 2017.

Finance

- KI grant: $306,666
- XC extended to 12/19: $1,664,446
- XE extended to 12/19: $700,000
- VW grant renewed 17/18: $984,876
- Victims of Crime Week grant: $5,000
- Total Funding: $3,660,988

Equipment

Purchased two new vehicles.
COMMUNITY OUTREACH

Sunday Streets
*March-October*
Staff participated in seven Sunday Streets community outreach events throughout San Francisco between March and October, handing out information about victim services. These events were held in the Bayview/Dogpatch, Excelsior, Mission, Sunset, Tenderloin, and Western Addition districts.

Victims of Crime Week
*April*
This event was held at City Hall with a theme of Strength, Resilience and Justice. Three awards were given to victims of attempted car-jacking and kidnapping, and our partner agency La Raza Centro Legal.

National Night Out
*August*
Staff participated in events at 10 districts across the city, providing information about victim services: Bayview, Central, Mission, Northern, Park, Richmond, Southern, Taraval, Tenderloin, and Treasure Island. Service dogs Pink and Red visited 5 of 10 sites.
**Red Zone Event**  
*September*  
This event was held at UCSF with 110 participants. Key Note Speaker Jennifer Thompson opened the event and framed the importance of effective interaction between law enforcement and first responders when working with victims of campus sexual assault. The breakout groups included: Title IX, law enforcement, and service provider sessions.

**Domestic Violence Awareness Event**  
*October*  
This event at the Hall of Justice highlighted the work of the Bayview Domestic Violence High Lethality Team with 80 participants. Awards were given to Cpt. Una Bailey, SFPD Special Victims Unit; Tinetta Thompson, Assistant District Attorney; Marylyn Murcia, Sr. Case Manager, Bayview YMCA; and Elise Hansell, Department on the Status of Women.

**Bark in the Park**  
*October*  
Staff participated in the Department of Emergency Management’s annual event during Fleet Week and provided treats for dogs as well as information about victim services.

*1642 total volunteer hours served at community events.*
POLICY

Campus Sexual Assault Task Force
Report attached Appendix 1
Participated in year-long Mayor’s task force addressing campus sex assault. Recommendations and data collected in final report.

Vision Zero
Protocol attached Appendix 2
Worked with task force of city agencies to develop a coordinated protocol for responding to traffic fatalities.

UVisa and Court Accompaniment
Policy attached Appendix 3
Updated our UVisa information distribution and victim safety policy in response to growing concerns of immigration raids and detainment.

Homicide Victims/DA Meetings
Policy attached Appendix 4
Updated policy pertaining to family meeting of homicide victims with DA to more effectively provide proactive information and resources.

Sex Worker Safety Policy
Policy attached Appendix 5
Adoption of policy with SFDA and SFPD to protect sex workers who have been a victim of a crime without fear of arrest or prosecution of offenses related to prostitution or drug use/possession.

Child Advocacy Center (CAC) Victim Service Dogs
Protocol attached Appendix 6
Policies and Procedures were created to effectively utilized VSD service dogs at the CAC for victim of crime in multidisciplinary Interviews (MDI) and other interviews.
107 presentations.
1901 hours of staff training.
6 trainings with SFPD’s Critical Response Team.

Special Events
• National Organization for Victim Advocacy Conference
• Central Valley Latino Foundation Health Conference
• Delegation to Pristina, Kosovo regarding domestic violence
PROGRAM DEVELOPMENT

Team Leads
- 3 retreats
- Trainings: How to Supervise
- Bi-Weekly Meetings
- Developed Core Values and Code of Conduct (*Appendix 7*)

Speaker’s Bureau
*Curriculum attached Appendix 8*
Six-week training curriculum for staff of VSD to provide professional development in presentations. The goal is to prepare staff members to effectively represent VSD in outreach and education.

Advocacy Boot Camp
*Agenda attached Appendix 9*
40-hour introductory training; 7 new staff trained.
ACCOMPLISHMENTS
BY UNIT
The Advocacy Unit is dedicated to meeting the needs of victims and witnesses across numerous crime types and special populations. Advocates are trained to provide crisis support services and counseling, guidance in navigating the criminal justice system, referrals to employment and health resources, crime prevention information, funeral arrangements, and witness assistance.

8620 clients served.

- 380 clients served with victim services dogs
- 320 clients served in Las Vegas
- 10 new staff on-boarded
- 4 events held at 3 sites
- 75 students ages 3-8 outreached by our Child Advocacy Team
The Claims Unit processes claims for the California Victim Compensation Board, which provides financial support to victims or witnesses for expenses resulting from certain violent crimes. Its staff collaborates with advocacy teams to assist victims with preparing, submitting, and securing approval for compensation.

**1481 claims processed.**
**2,613 total bills processed.**

- 370 income loss bills processed
- 3.7% denial rate (55/1481)
- $1,450,277 dollars paid out
- 14 claims issues meetings
- 75 cases discussed
- 1 new staff on-boarded
- Co-located claims staff on rotating basis.
- All staff trained in revolving fund for handling emergency relocation, funeral/burial and emergency applications.
The Mass Casualty Critical Response Team is comprised of trained and multilingual advocates who work with other San Francisco departments and agencies to fill gaps in victim support following mass casualty incidents. It aims to provide a unified response to victims of mass violence for both the short-term and long-term trauma they will face.

932 hours of training for 30 staff members.

Training Events
- NOVA Training
- Mental Health First Aid Training
- Leave No Victim Behind Conference
- Death Notification Training
- Incident Command Training 101
- EOS 101 Training
- Active Shooter: What Can You Do Training
- ESF #6: Mass Care, Emergency Assistance, Housing and Human Services
- Mass Violence Communications Webinar
- EOC 101 Course at SFO Airport
- School Violence and the Active Shooter

2 deployments to UPS and Las Vegas.
325 victims served.

- Hired two new staff members for the unit: one Program Coordinator and one Advocate.
- Secured a California Office of Emergency Services Grant in the amount of $1,664,446 to engage in planning, training, and practice, as well as develop a formal protocol for local and regional responses.
- Developed BAMCP Memorandum of Understanding (MOU) (Appendix 10) for Nine Bay Area District Attorney’s Office Victim/Witness Service programs to collaborate on planning, training and mutual aid for mass crime victim casualty events.
In 2012, the SFDA launched our Sentencing Planning (SP) program, becoming the first office in the State of California to hire a Sentencing Planner. Since then, the program has doubled its capacity with two Sentencing Planners. The program fundamentally transforms the way that prosecutors approach cases by developing individualized sentences that address the needs and risks of justice-involved individuals. It redefines success from the traditional metrics of conviction rates and prison terms to recidivism and community safety.

815 cases assigned.

- Open cases as of December 31, 2017: 281
- Closed cases as of December 31, 2017: 487

64 plans submitted.

- 29 plans adopted
- 3 plans not adopted
- 32 plans pending
APPENDIX

I. Campus Sexual Assault Task Force-Report
II. Vision Zero Pedestrian Fatality Response Protocol
III. UVisa and Court Accompaniment Policy
IV. Homicide Victims/DA Meetings Policy
V. Sex Worker Safety Policy
VI. Child Advocacy Center (CAC) Victim Service Dog Protocol
VII. Core Values and Code of Conduct
VIII. Speaker’s Bureau Curriculum
IX. Advocacy Boot Camp 40-hour Introductory Training Agenda
X. BAMCP Memorandum of Understanding (MOU)