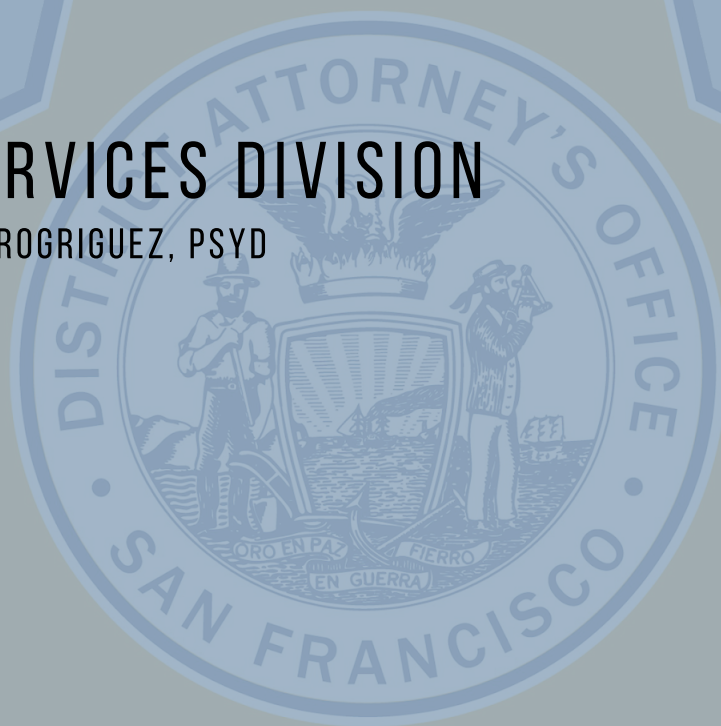


END OF YEAR REPORT 2019

VICTIM SERVICES DIVISION

DR. GENA CASTRO ROGRIGUEZ, PSYD



PURPOSE

Our goal is to help victims of crime mitigate their trauma, navigate the criminal justice system, and rebuild their lives. The Victim Services Division (VSD) has worked with victims and witnesses of violent crime for more than 40 years.

IMPACT

The Division served **8551** victims of crime (**9065 cases**) in **2019**, representing a **40%** increase over the last five years. Forty nine percent of these cases were charged and fifty one percent uncharged. Our Claims Unit processed **1125** claims for victim compensation and paid out **1.3 million dollars** to victims of crime. Our staff of 43 engaged in over **2400 hours** of professional development in victim/witness services and provided over **500 hours** of community training and presentations. Additionally, we had more than **1877 volunteer hours** through our VSD 9-month Internship Program.

IN 2019

\$1.3M

PAID IN VICTIM
COMPENSATION CLAIMS

8,551

VICTIMS OF CRIME
SERVED

1,125

COMPENSATION
CLAIMS

1,877

VOLUNTEER HOURS
THROUGH VSD
INTERNSHIP

500+

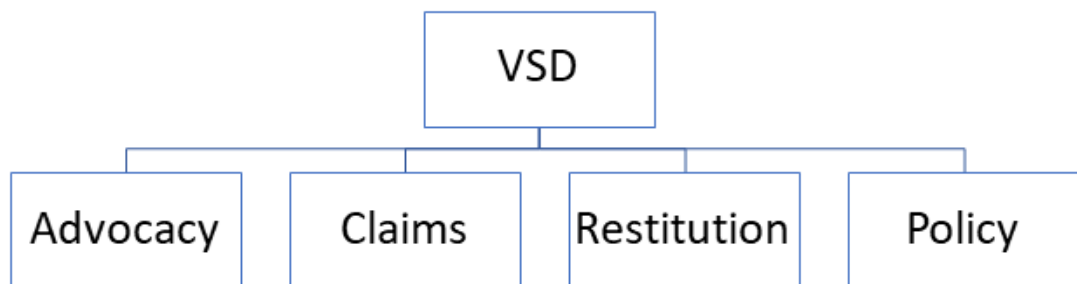
HOURS OF COMMUNITY
TRAINING/PRESENTATIONS

2,400

HOURS OF STAFF
PROFESSIONAL
DEVELOPMENT

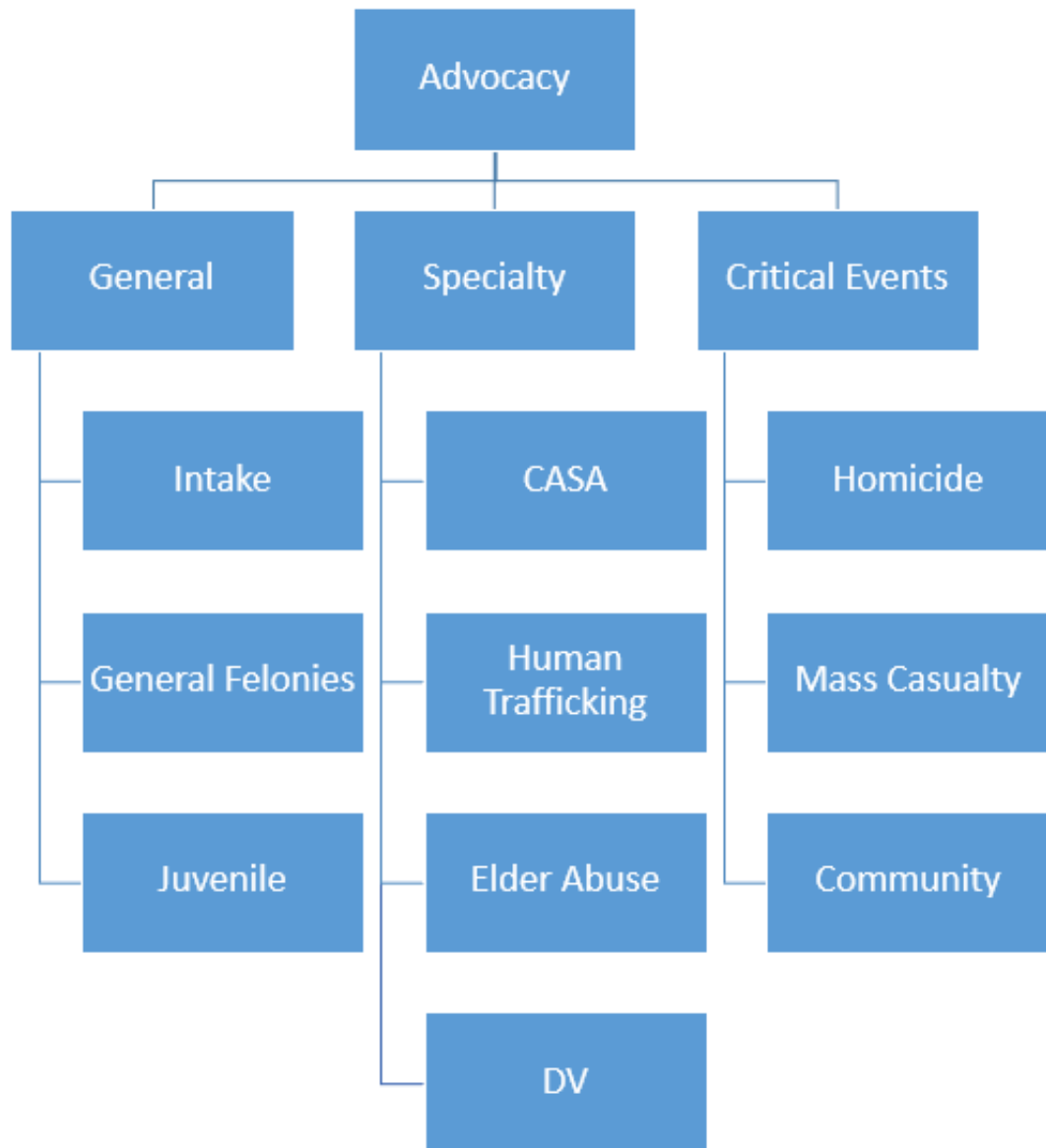
In 2014 the VSD underwent restructuring organized by teams and specialized skills to allow for more individualized support of victims who have varied needs and backgrounds while providing services across the City.

The Division now has four units: Advocacy, Claims, Restitution and Policy.



ADVOCACY

Advocacy represents the largest unit. The advocates are assigned to teams by crime type. This way of organizing the Unit allows the advocates to work closely with the ADAs and Inspectors, develop expertise in working on specific crime cases and gain extensive knowledge of community services and resources for different victim types. Teams include general felonies, intake, juvenile, child abuse/sexual assault (CASA), human trafficking, elder abuse, homicide, mass casualty, and community.



VICTIMS SERVED, 2019

In 2019, the Victim Services Division reached out to 8551 victims of crime. The demographic data of the victims served is primarily based on demographic data obtained through police reports. Later in this report, we will discuss additional efforts our Division has taken to collect and analyze self-reported demographic data rather than solely relying on police report demographic data. Police report data on demographics is consistently inaccurate and often does not reflect a victim's identity.

Sex	# of clients	% of clients
Female	4676	54.68%
Male	3658	42.78%
Not Reported	194	2.27%
Unknown	22	0.26%
Decline to State	1	0.01%

Language	# of clients	% of clients
English	7444	87.05%
Spanish	886	10.36%
Cantonese	155	1.81%
Mandarin	22	0.26%
Portuguese	9	0.11%
Mongolian	5	0.06%
Russian	5	0.06%
Tagalog	5	0.06%
Arabic	4	0.05%
Hindi	4	0.05%
Vietnamese	4	0.05%
Thai	3	0.04%
Korean	2	0.02%
American Sign Language	1	0.01%
Cambodian	1	0.01%
Urdu	1	0.01%

Races/Ethnicities	# of clients	% of clients
Not Reported	2259	26.42%
Latino/Hispanic	2009	23.49%
White	1568	18.34%
African American/Black	1292	15.11%
Asian/Pacific Islander	1003	11.73%
Unknown	274	3.20%
Biracial	54	0.63%
Other	54	0.63%
Multi-Racial	20	0.23%
Middle Eastern	11	0.13%
Decline to state	4	0.05%
Native American/American Indian	3	0.04%

Ages	# of clients	% of clients
0-10	199	2.33%
11-17	351	4.10%
18-24	993	11.61%
25-30	1060	12.40%
31-39	2084	24.37%
40-49	1362	15.93%
50-59	1018	11.91%
60-69	642	7.51%
70-79	332	3.88%
80-89	109	1.27%
90-99	25	0.29%
Unknown	376	4.40%

Special Population ⁱ	# of clients	% of clients
Victims w/ Limited English Proficiency	1152	14.13%
Victims with Disabilities	132	1.62%
Homeless	81	0.99%
LGBTQ	31	0.38%
Deaf/Hard of Hearing	8	0.10%
Other	9	0.11%
Immigrants/Refugees /Asylum Seekers	2	0.02%
Veterans	1	0.01%

*The majority of the data represented above is input into our database directly from police reports

VISION ZERO: PEDESTRIAN FATALITIES

In 2017, the Victim Services Division began a partnership with the San Francisco Vision Zero Initiative with a **goal of ending traffic-related deaths by 2024**. We work collaboratively with other city agencies to help provide pedestrian safety information and education and provide direct services to victims and family members of pedestrian fatalities.

In 2019:

- There were **34 direct victims** of pedestrian fatalities.
- Our Division worked with **68 derivative victims** of these fatalities.
- We paid **\$28,025 in funeral expenses** for these victims.

In 2019, victims and derivative victims spoke seven different languages: English, Tagalog, German, Mandarin, Spanish, Cantonese, and Cambodian.

There were 15 zip codes where the fatalities occurred. The zip code **94124 was the most common zip code where pedestrian fatalities occurred**, representing **33% of the pedestrian fatalities** in 2019.

Zip Codes Where Pedestrian Fatalities Occurred, 2019

94102	4
94103	3
94105	2
94109	2
94110	1

94112	1
94115	2
94117	2
94118	1
94121	2

94124	10
94127	1
94128	1
94132	1
94134	1



SPECIALIZED TEAMS

Below is a snapshot of the services provided by each of the Victim Services Division's Specialized Teams in 2019.

CHILD ABUSE/SEX ASSAULT (CASA)

- Sexual Assault -- **487 victims** of sexual assault (adult)
- Child Abuse -- **618 victims** of physical and sexual abuse (child under the age of 18)
- There were **141 multi-disciplinary interviews** conducted.
 - 119 assisted by the CASA Team
 - 22 assisted by the Juvenile Justice Advocate

HUMAN TRAFFICKING

The Human Trafficking Advocate worked with **97 victims** of human trafficking.

- 19 cases of victims ages under 18
- 78 cases of victims ages 18 and over
- 1 case of labor trafficking
- 96 cases of sex trafficking

DOMESTIC VIOLENCE

Domestic Violence High Lethality

- There were 339 reported incidents. Our advocates successfully contacted **188 victims**
- Reviewed 139 cases at high lethality meetings/contact with 68 victims.

Domestic Violence and Family Violence

- Advocates worked with **2296 victims**
- We completed **75 referrals** of victims to Cooperative Restraining Order Clinic (CROC)

ELDER ABUSE

Advocates worked with **479 victims** of elder abuse.

A key component of the work of the Elder Abuse Team is to provide trainings in the community to those at risk of elder abuse. In 2019, advocates provided:

- 22 fraud-related presentations
- 22 pedestrian safety presentations
- 3 general elder abuse presentations

HATE CRIMES

While there is no team specifically dedicated to working with victims of hate crime, it is important to note that Victim Services Division advocates worked with **19 victims** of hate crimes in 2019.

CRITICAL EVENTS

In 2019, there were **41 victims of homicide** in San Francisco. The Homicide Team provided services to the next of kin and derivative victims in these cases.

In 2019:

- There were 178 derivative victims served.
- The derivative victims were half English speaking, half Spanish speaking.
 - 89 derivative victims whose primary language is Spanish and 89 derivative victims whose primary language is English.
- The median number of derivative victims for a case involving a Spanish-speaking next of kin was 7 (average was 17.8).
- The median number of derivative victims for a case involving an English-speaking next of kin was 4 (average was 2.6).

In 2019, SFDA paid **\$42,281** to assist with the cost of funerals/burials for homicide victims.[ii]

- **\$41,281** was paid using DA Emergency Funds
- **\$812** was paid using the XC Victim Emergency Fund

Zip Codes of Homicide Occurrence, 2019	
94124	9
94102	8
94103	5
94110	4
94109	3
94115	3
94107	2
94112	2
94114	1
94127	1
94132	1
94133	1
94134	1

Neighborhood of Occurrence, 2019	
Bayview	11
Tenderloin	11
Mission	5
Northern	2
Potrero Hill	2
Central	1
Filmore	1
Ingleside	1
Northern	1
Park Merced	1
Polk Gulch	1
SOMA	1
Southern	1
Taraval	1

Primary Language of Next of Kin, 2019	
English	36
Spanish	5

In addition to working with victims of homicide in San Francisco, our office also worked with **3 victims of mass casualty crime**.

FUNERAL/BURIAL COST ANALYSIS, 2019

Victim Advocates working on homicide cases began reporting in 2018 that the amount of funds allocated by the California Victim Compensation Board (CalVCB) for funeral/burial expenses often did not cover the actual cost of a funeral/burial in the Bay Area. In 2019, we began tracking the actual cost of funerals and burials.

- Of the 41 homicides in San Francisco in 2019, we analyzed 23 funeral/burial contracts
- Of those 23 contracts:
 - 10 were burials
 - Of the 10 burials, we assisted in purchasing 3 burial plots (victims aged 19, 24, 30)
 - Of the 10 burials, 2 were flying remains out of the country in a casket (no services)
 - 13 were cremations
 - Of the 11 cremations, 3 did not have accompanying services

COST

The average can sometimes give a distorted picture because of cost outliers. To counter those outliers, we provided both the average and the median amount for each cost category.

Cost: Burials

Sending Remains in Casket Out of Country:

- Average cost of sending remains out of country in a casket: \$6,297
- Median cost of sending remains out of country in a casket: \$6,297

In 2019, our office assisted with the purchasing of three burial plots. Of the plots purchased:

- Average cost of a burial plot: \$10,708
- Median cost of a burial plot: \$8,700

Burials:

- Average cost of a burial (excluding plot costs): \$10,426
- Median cost of a burial (excluding plot costs): \$10,301

This means that if a family wanted to have a burial and needed to purchase a plot:

- The combined average cost: \$21,131
- The combined median cost: \$19,001

Costs: Cremations*Cremations with services:*

- Average cost of a cremation with services: \$7,545
- Median cost of a cremation with services: \$7,588

Cremations without accompanying services:

- Average cost of a cremation without accompanying services: \$1,846
- Median cost of a cremation without accompanying services: \$2,191

FINDINGS

The CalVCB allocated amount for funeral/burial costs (\$7,500) is just under the amount needed to pay for the average cremation and funeral service. The allocated amount is approximately \$2,500 less than the amount needed to cover a burial and funeral service (without plot purchase), not to mention the \$8-10k amount of money needed to purchase a burial plot if the family does not already have one secured. There are many religious and cultural reasons why surviving loved ones may not view cremation as an option for their deceased loved one. SFDA leadership will encourage CalVCB to consider raising the amount of funds allowed for funeral/burial costs.

COMMUNITY ADVOCATES

Our Community Advocates focus on victims who reside in high crime/low engagement zip codes in San Francisco 94110 (Mission), 94112 (Excelsior), 94124 (Bayview), 94134 (Visitation Valley). The focus on these areas with advocates are engaging in outreach, relationship building and direct services in the community are able to provide more in-depth services for both reported and unreported victimization with a focus on reducing trauma and secondary traumatization. Below are data from the trauma assessment tool we use to measure connectedness and impact of trauma measured at first engagement, six months and one year after services. Our goal is to increase connectedness of victim to healthy people and relationships and increase awareness to how trauma is affecting the person and access to resources and services.

CONNECTEDNESS SUMMARY

Zip codes 94124/94134- 109 victims served

Connectedness

1st Assessment	2nd Assessment	3rd Assessment
44% in crisis	7% in crisis	1% in crisis
40% vulnerable	57% vulnerable	31% vulnerable
10% in survival mode	31% in survival mode	38% in survival mode
6 % stable	4% stable	27% stable
0% building capacity	1% building capacity	5% building capacity
0% thriving	0% thriving	0% thriving

Data shows 57% improvement between 1st and 2nd assessment and 52% increase between 2nd and 3rd assessment.

Awareness

1st Assessment	2nd Assessment	3rd Assessment
31% in crisis	7% in crisis	1% in crisis
48% vulnerable	54% vulnerable	24% vulnerable
10% in survival mode	23% in survival mode	34% in survival mode
10% stable	12% stable	36% stable
0% building capacity	4% building capacity	6% building capacity
0% thriving	0% thriving	0% thriving

Data shows 49% improvement between 1st and 2nd assessment and 52% increase between 2nd and 3rd assessment.

Zip codes 94110/94112- 306 victims served

Connectedness

1st Assessment n=263	2nd Assessment n=217	3rd Assessment n=172
50% in crisis	1% in crisis	1% in crisis
24% vulnerable	13% vulnerable	7% vulnerable
16% in survival mode	18% in survival mode	15% in survival mode
7% stable	42% stable	31% stable
2% building capacity	26% building capacity	44% building capacity
0% thriving	0% thriving	2% thriving

Data shows 74% improvement between 1st and 2nd assessment and 29% increase between 2nd and 3rd assessment.

Awareness

1st Assessment	2nd Assessment	3rd Assessment
52% in crisis	2% in crisis	1% in crisis
28% vulnerable	12% vulnerable	6% vulnerable
11% in survival mode	19% in survival mode	12% in survival mode
6% stable	45% stable	31% stable
3% building capacity	19% building capacity	44% building capacity
0% thriving	3% thriving	5% thriving

Data shows 77% improvement between 1st and 2nd assessment and 32% increase between 2nd and 3rd assessment.



CLAIMS

The California Victim Compensation Board (CalVCB) provides financial resources to victims of crime in California funded by fines and fees. CalVCB covers out-of-pocket medical, dental, mental health, relocation, home security improvement and funeral/burial services. The SFDA office has a Joint Powers (JP) contract to accept, process, and determine eligibility for compensation claims.

In 2019:

- 1140 Applications received
- 1125 Applications processed
- 92% of applications allowed
- 6.4% Denied compared to State denial rate of 10%
- 64 days is the average processing time for a claim
- 1,622 Bills received
- 1,832 Bills processed
- 39 Clients received relocation payments
- 7 Clients received unusual, dire and exceptional relocation payments that exceed \$2000 max benefit
- **\$1,292,525 in total payments**

VICTIM SERVICES DIVISION EMERGENCY FUNDS

In addition to the state funds for victims provided by the California Victim Compensation Board, our office has internal financial resources to pay for expenses that are not covered by CalVCB. In 2019, these funds paid for things such as funeral and burial services that were denied by CalVCB, rental assistance, emergency hotel stays, and gift cards for groceries and medical supplies.

In 2019, we spent a total of **\$84,302 of emergency funds** on immediate victim need.

RESTITUTION

In May of 2019, The California Victim Compensation Board (CalVCB) began enforcing a clause in the SFDA Victim Services Division Restitution Specialist employment agreement with CalVCB. This clause forbids restitution specialists operating under the CalVCB Criminal Restitution Compact (CRC) agreement from handling any non-CalVCB restitution cases, effectively ending any assistance from the VSD Restitution Specialist to victims seeking direct (non-CalVCB) restitution.

Prior to May of 2019, Victim Services' Restitution Specialist assisted in the ordering of **\$272,890** for the 2019 calendar year and had to shut down 87 active case investigations involving direct restitution in order to comply with CalVCB's instructions.

Between May and October of 2019, The VSD Restitution Specialist (with the assistance of three Associate Advocates) focused on **clearing 4,900 cases** from the CalVCB Application Notification Queue database, many of which dated as far back as 2013. Upon completion of that project, the VSD Restitution Specialist returned to seeking CalVCB restitution exclusively.

The focus for the VSD Restitution Specialist in 2020 is to further streamline the restitution process in order to maximize the number and value of successful restitution orders on behalf of CalVCB.

In 2019:

- **\$272,890** restitution ordered for victims
- 3748 total Application Notifications Completed /312 monthly average
- 320 total Criminal Dispositions cases Completed /27 monthly average
- **\$39,373 Restitution** ordered on Criminal Disposition Cases
- 116 Post Disposition Cases completed /10 monthly average
- **\$99,748 in Restitution Ordered** on Post Disposition Cases

POLICY

The VSD participates in and leads the development and advocacy for local and state policies and legislation on behalf of our work with Victims of Crime. We are formal partners in dozens of local commissions, committees, and boards including

Child Advocacy Center Leadership Committee

CSEC Steering Committee- DHS

CSEC Prevention Committee- DHS

HT Experts Committee

SF Anti Human Trafficking Committee

SF Coalition Against Human Trafficking

California Crime Victim Advocates Association

California Judicial Council

Family Violence Council

Justice and Courage Committee

Bay Area Mass Casualty Planning Committee

San Francisco Disaster Council

In addition to these boards and committees, the VSD has helped develop internal policies and procedures that have improved the system for victims of crime and have been extended to statewide legislation. Internally we have developed specialized process and responses for survivors and their families in homicide, vehicular homicide, sexual assault and human trafficking cases. These policies allow us to rapidly respond to a victim and their families' needs, provide opportunities to meet in person to discuss investigation and charging decisions and to speak directly with the District Attorney about their cases. Below are some of the policies implemented in 2019.

Vulnerable Victim Policy allows us to flag cases in which a minor and unrelated adult are co-defendants in a case and provide further assessment to identify any exploitation of minors.

Sexual Assault Survivor Policy seeks victims input in modes of engagement (in person, by phone, by text, no contact) and provides for communication of their choice in charging decision meetings with prosecutor, investigator, advocate and support people.

Sex Worker Safety Policy provides for sex workers to report crime victimization without fear of prosecution on sex work related crimes including solicitation, loitering or misdemeanor drug possession.

DEMOGRAPHIC SURVEYS

Our Division gathers demographic information from police reports, but not all cases are reported to law enforcement and not all demographic information in the police reports is accurate.

In January 2019, our office launched a redesigned Client Demographic Survey. The new survey includes updated questions that collect more detailed information on gender, race and ethnicity, sexual orientation, primary language, and challenges faced by clients. These demographic forms are provided to all new victims of crime that access our office's services. These forms are voluntary. They are available in six languages: English, Spanish, Traditional Chinese, Tagalog, Vietnamese, and Russian.

From January 20, 2019-December 31, 2019 there were **499 demographic surveys** completed

DEMOGRAPHIC SURVEY DATA, 2019

Race/Ethnicity	# of clients	% clients	% SF pop. ⁱⁱⁱ
Latinx/Hispanic	153	30.6%	15.20%
White	75	15.0%	52.90%
African American/Black	57	11.4%	5.60%
Bi-racial/Multi-racial	46	9.2%	4.40%
Asian		21.4%	35.90%
<i>East Asian</i>	74	14.8%	
<i>Southeast Asian</i>	28	5.6%	
<i>South Asian</i>	5	1.0%	
Native Hawaiian/Pacific Islander	7	1.4%	0.50%
Native American or Alaska Native	5	1.0%	0.70%
Middle Eastern	4	0.8%	no data
North African	3	0.6%	no data
Not listed	3	0.6%	
Section not Completed	21	4.2%	
Prefer not to say	18	3.6%	

Genders	#of clients	% of clients
Genderqueer/non-binary	9	1.80%
Man	214	42.89%
<i>This includes 4 trans men</i>		
Woman	271	54.31%
<i>This includes 5 trans women</i>		
Prefer not to say	5	1.00%

Ages	# of clients	% of clients
Under 18	10	2.00%
18-24	59	11.82%
25-49	295	59.12%
50-64	66	13.23%
65-80	50	10.02%
80 and over	5	1.00%
Decline to state	1	0.20%
Section not completed	13	2.61%

Housing Status	# of Clients	% of Clients
Stable	327	65.53%
Temporary	33	6.61%
Unstable	33	6.61%
Prefer not to say	28	5.61%
Unhoused (i.e. living in car, etc.)	21	4.21%
Section not completed	57	11.42%

Pronouns	# of clients	% of clients
She/her	256	51.30%
He/him	191	38.28%
Section not completed	41	8.22%
They/their	5	1.00%
Both he/him, she/her pronouns	2	0.40%
Name only	2	0.40%
Uses all pronouns	1	0.20%
Ze/zim	1	0.20%

Sexual Orientation	# of clients	% of clients
Straight/ Heterosexual	377	75.55%
Lesbian, Gay, Same-Gender Loving	35	7.01%
Bi-sexual/ Pansexual	16	3.21%
Asexual/Bisexual/Pansexual	1	0.20%
Prefer not to say	25	5.01%
Don't know	1	0.20%
Section not completed	41	8.22%
Other	3	0.60%

CHALLENGES FACED BY CLIENTS

Challenge Faced	# of Clients Experiencing Challenge	% of Total with Reported Challenge
Mental health challenge	35	7.01%
Vision loss/ low vision	30	6.01%
Mobility/ physical limitation	30	6.01%
Deaf/hard of hearing	12	2.40%
Intellectual disability	9	1.80%
Substance use/abuse	7	1.40%
Alcohol use/abuse	5	1.00%

Of the 91 clients that reported experiencing challenges,

- 62.64% reported one challenge
- 28.57% reported two challenges
- 6.59% reported three challenges
- 2.20% reported four challenges

LANGUAGE

The top 3 primary languages spoken by our clients were 1) English, 2) Spanish and 3) Cantonese. Eighty-five percent of our clients spoke one of these three languages as a primary language.

- Advocates served clients who spoke 24 unique primary languages during 2019.
- Three percent of clients reported that they had two primary languages (English and a second language).

Language	# of clients	% of clients
English	216	53.07%
Spanish	89	21.87%
Cantonese	33	8.11%
English and Spanish	5	1.23%
Other Language	39	9.58%
Section not completed	25	6.14%

VOLUNTEER HOURS

The interns in the Victim Services Division assist advocates with ensuring crime victims and their families are provided services and information necessary to be an integral part of the criminal case. The 9-month internship program is designed to give interns the tools to provide the level of services and support that an advocate would provide, while giving them a new perspective on the criminal justice system and its effects on victims of crime. Our interns are assigned to either an individual advocate or a team where they will gain knowledge about that case type. They are also trained in working the front desk, triaging phone calls, and working with people in crisis.

- **1877 total hours of volunteers**

VICTIM OF CRIME FACILITY DOGS

In 2015, the VSD partnered with Assistance Dogs of the West to incorporate two facility dogs into our team. These dogs, Red and Pink, were bred and trained to work in a criminal justice setting, providing comfort and support to victims at all stages of justice system involvement. The dogs and their handlers are fully trained and certified and are part of the Facility Dog International Network. The dogs can support victims in forensic interviews, at the Child Advocacy Center, in meetings with law enforcement, and on the stand in court. The dogs provide a sense of calm, security, and non-judgement during stressful proceedings for victim of crime.



When a traumatized person is stressed or re-traumatized, they can experience physiological responses that are out of their control. The brain's own stress response system releases numerous transmitters, hormones such as cortisol and adrenaline, and other peptides that flood the body in stressful situations. This reaction can impair the body's normal coping and functioning mechanisms, including the ability to recall, recount or relay information. Numerous studies have documented the positive impact of victims' physical and emotional health from interacting with Facility Dogs including short term decreases in blood pressure and heart rate, positive effects on social communication, reductions of feelings of loneliness and isolation, and improvements in depression and self-esteem. Facility dogs can also assist in decreasing anxiety and fear for victims engaged in an interviews, exams or legal proceedings.

In 2019, one of our dogs, Pink was diagnosed with osteosarcoma. Despite treatment and care, Pink, died in May of 2019. Both dogs have played a key role in serving hundreds of victims, including mass casualty victims. Red continues to work serving victims of crime every day.

- **77 victims** served
- 3 MDIs attended
- 46 cases in court



EVENTS

Each year the VSD plans and organizes five major events to raise awareness about victims of crime. The five events are in conjunction with Human Trafficking Awareness Month (January), Domestic Violence Awareness Month (October), National Crime Victims' Rights Week (April), Elder Abuse Awareness Month (June), and National Night Out (August). In addition to these events, we participate in LGBT Pride Month (June), Sunday Streets (March-Oct), Fleet Week and Bark in the Park (October). These events allow staff to be out in the City engaging with people, providing information about our office and participating in community building events. Each year we distribute thousands of brochures and branded products with our contact information (re-useable bags, water bottles, etc.).

EVENTS, 2019

- 1/24/19 Gun Violence Restraining Order Training, San Francisco State University
- 1/30/19 Human Trafficking Awareness Month Event, SF Public Library
- 2/1/19 Victim of Crime Grant Funding Bidder's Conference, HOJ San Francisco
- 2/7/19 Victim Services Advisor Board Swearing-In Ceremony
- 4/11/19 Victim of Crime Week Event
- 4/24-25/19 California Mass Casualty Symposium, CA State Building San Francisco
- 6/14/19 Elder Abuse Awareness Month event
- 6/14/19 LGBTQ Elder Abuse Awareness Campaign Launch and Press Conference
- 6/30/19 SF PRIDE Parade
- 8/6/19 National Night Out Event- 9 precincts
- 8/26-27/19 Homicide Family Services Training, San Francisco State University
- 9/19/19 REDZONE Event, City College San Francisco
- 10/29/19 Domestic Violence and Homelessness, San Francisco Main Library

TEAM MEMBERS

43 Team Members- Advocates, Claim Specialist, Administrative, Sentencing Planners

- 43% employed under 2 years, 30% 3-5 yrs, 14% 6-10 yrs, 8% 11-15yrs, 3% 16-20yrs
- 28% intern with office prior to employment
- 8% 21-24 years old, 42% 25-34 yrs, 24% 34-44 yrs, 26% 45-54
- 90% college degree- 58% BA, 26% MA, 3% Doctorate
- 47% Latino/a, 21% API, 13% White, 11% African American, 8% Bi/Multi Racial
- Languages spoken: English, Spanish, ASL, French, Tagalog, Vietnamese, Cantonese, Khmu, Punjabi, Hindi, and Urdu
- Counties of Residence: 31% SF, 31% Alameda, 21% San Mateo, 10% Contra Costa, 3% Solano, 5% Other
- 74% Women, 26% Men

SENTENCING PLANNING (SP)

The SP model includes two Sentencing Planners with expertise in evidence-based programs that address criminogenic factors, recidivism risk, and protective factors. They focus on two types of cases-young adults ages 18-25 and gangs. Cases that fit the criteria for non-sex, domestic violence and homicide or attempted homicide in the two categories of cases described are assigned by the case management system to a SP. The SP conducts a review of the case file, police report, meets with the Assistant District Attorney on the case and interviews the justice involved subject in person in their attorney's presence, in custody or out in the community. 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 public safety.



To break the cycle of crime and victimization, the Sentencing Planning model focuses on people who have caused harm and their readiness for services and rehabilitation that address their criminogenic factors. Utilizing an evidence-based risk, needs and protective factor tool SPIn™ (Orbis), Sentencing Planners can understand the individual's history and presenting situation which is used to develop a plan that builds on the defendant's static and dynamic strengths and challenges. Along with face to face interviews, review of case files, input from service providers and system partners, Sentencing Planners then employ their expertise in local resources and services to develop a plan that provides options for the prosecutors to use in the disposition of their cases. Recommendations include vocational training, mental health services, substance abuse treatment, housing and volunteer recommendations, and when requested, length and type of supervision. The prosecutor then decides whether to incorporate the Sentencing Planner's recommendation.

The Sentencing Planning program reduces costs across all stages of the criminal justice system; cases resolve faster and fewer incarcerated people are housed in jails and prisons. When people are incarcerated, it's for shorter periods of time. Police are called to respond fewer times since people who are at risk for continued justice system involvement are diverted to services and resources, which provides increased safety for everyone in the community. An independent evaluation of the Sentencing Planning program conducted by UC Berkeley in 2014 found compelling evidence that it reduces recidivism and prosecutor reliance on incarceration.

- 363 Cases assigned
- **127 Interviews**
- 179 Plans submitted
- **59 Plans adopted**
- 14 Plans not adopted
- 162 Cases still open
- 74 Plans pending
- 102 Cases closed- Of the cases that were closed
 - 41 Pled out
 - 26 Closed due to bench warrant
 - 63- ADA declined
 - 22- YAC (accepted)
 - 14 Cases were dismissed
 - Reduced to a misdemeanor
 - Drug court
 - 5 Bench warrant
 - 3 Federal indictment
 - 5 Defense declined
 - 1 Sent to YGC
 - 1 Defendant deceased

VICTIM OF CRIME ADVISORY BOARD

In 2019, VSD launched the first victim of crime advisory board in California. The advisory board is comprised of 9 people who have been victims of crime, were sworn in by the District Attorney, and will serve a two-year term. The advisory board members assist the VSD in providing relevant, effective services that incorporate victim's voices. They review policy and legislation and serve as ambassadors of our work out in the community. The board meets quarterly and attends and supports VSD events and work through-out the year.

TRAINING

The VSD provides more than **100 trainings a year** to local, statewide, national and international convenings, sharing cutting edge innovation and best practices in the field. Locally victim advocates and claims specialists do presentations to community-based agencies and government partners throughout the year on topics including elder abuse and fraud, sexual assault, domestic violence and victim of crime events. Our division is a key part of the Crisis Intervention Team and Police Academy trainings. We train victim of crime professionals, law enforcement, courts, state employees, city employees, service providers and community members on topics like communication with sexual assault survivors, secondary trauma and mass casualty.

We are a part of the state-wide victim advocate training for the California Crime Victims Assistance Association (CCVAA). Nationally, we present at the National Organization of Victim Advocate (NOVA) Annual Training Event and National Center for Victims of Crime (NCVC) National Training Institute sharing our innovative work and best practices. Finally, we have worked with the U.S. State Department to provide training in Kosovo and Albania to launch premier services for victims of crime in countries working to join the European Union. This work acknowledges our national and international leadership in developing and implementing model programs here in San Francisco. In April of 2020, we will be presenting in Hong Kong on working with juvenile victims and delinquency.

SENATE BILL 1437, VICTIM IMPACT

On January 1, 2019, California Senate Bill 1437 went into effect. The law scaled back California's felony murder rule, which previously allowed defendants to be convicted of first-degree murder if a victim died during the commission of a felony, even if the defendant did not intend to kill or did not know that a homicide occurred. Since its implementation, the Victim Services Division was notified of **18 petitions for relief** under the rule change. The Victim Services Division attempted to make contact with **28 surviving family members** of the 18 decedents in order to inform them of the petition, connect them to the ADA assigned to the case, and, if applicable, coordinating to allow them to attend the hearings.

i In DAMION, the current case management system used by SFDA, users can only choose one Special Population per client. For clients who are members of multiple special populations, only one is reflected in this data set. The Demographic Survey data may provide a more holistic look at the Special Populations our Division served in 2019.

ii This does not include the amount of funding provided by the California Victim Compensation Board (CalVCB) for funerals and burials.

iii Based on a U.S. Census Bureau estimate from July 1, 2019. Link:

<https://www.census.gov/quickfacts/sanfranciscocountycalifornia>