



Crime Victim Services Quality Dashboard on Dec. 31

2016 2017 2018 2019 2020 2021

Access - Are victims able to find us and use us?

# of Media coverages (TV, newspaper, radio, publications, etc.)	66	117	98	106	419	Pending
# of Public events and presentations (booths, speeches, outreach events, etc.)	143	149	190	203	73	108
# of Victims with a disclosed disability served (e.g. physical, sensory, cognitive)	46	80	176	94	62	41
# of Victims with a non-disability special need (e.g. Deaf, language, LGBTQ, Immigrant)	120	180	277	199	44	36
% of victims who reported being able to access the program	97%	98%	99%	100%	100%	100%
% of Victims who report that staff was available when needed			Starts 2020		100%	100%
% of Victims who report that things were explained in a way they could understand			Starts 2020		100%	100%

Structure - Are reliability & services right for victim needs

Management - Are victims finding a solid agency?

# of Times line of credit was used	16	8	1	0	0	0
Cash Flow (Equity Accounts, Accounts Receivable, Current Liabilities)	\$255,884	\$329,609	\$529,868	\$573,892	\$898,270	\$1,040,141
Total Assets (liabilities + equity on Balance Sheet)	\$497,045	\$872,970	\$1,090,729	\$1,211,927	\$1,404,402	\$1,350,348
Net Cash Income	\$109,413	\$26,655	\$126,557	\$30,907	\$266,897	\$122,718
Funding Income	\$2,007,339	\$2,580,014	\$2,679,175	\$2,820,646	\$3,197,388	\$3,182,001
Criminal fines and fees (DV baseline, marriage & divorce, VAWA, VOCA)	75%	69%	68%	76%	52%	40%
Taxes (County, Lima, mental health, SA baseline)	18%	18%	18%	18%	25%	27%
United Way and donations (individual, church, etc.), Bingo, Other	7%	13%	14%	6%	23%	33%
In-Kind Donations value (office space, volunteers, household items, etc.)	\$232,345	\$332,071	\$306,315	\$410,422	\$399,230	\$285,474
Cost per victim (total expenses divided by total victims)	\$559	\$672	\$503	\$513	\$552	\$594
Cost per victim and student (total expenses divided by victims and students)	\$349	\$195	\$155	\$311	\$404	Pending
# of Staff	32	36	39	36	36	36
# of Volunteer hours (Board, interns, programs)	6,032	6,804	6,079	13,146	12,866	5,124

Services - Are victims receiving the right services?

# of college students provided Title IX and victim service training	1,030	4,769	7,804	2,358	1,307	Pending
# of All victims served this year (sub-categories below)	3,802	4,270	5,329	5,376	5,219	5,007
# of NEW Primary victims this year	2,419	2,174	3,765	2,875	2,686	2,326
# of Victims served in Allen County and area Counties	3,012	3,483	4,624	4,736	4,499	4,456
# of Victims served in Putnam County	790	787	705	667	720	551
# of Court Advocacy victims	2,154	2,192	3,043	2,896	2,741	2,727
# of Domestic violence victims assisted in Putnam County	122	157	170	192	191	135
# of Court Appointed Special Advocates (CASA) victims (victim + 1 family member)	540	548	544	704	584	574
# of Elder Victim Ministry victims	531	814	849	943	884	715
# of Guardian victims		New 2019		45	30	27
# of Human Trafficking survivors	107	86	94	70	62	40
# of Sexual Assault survivors	347	386	673	488	621	638
# of Child Advocacy Center victims (victim + 1 family member)	230	334	202	230	294	286
# of Middle and High School students provided sexual violence prevention curriculum	719	2,653	2,117	1,142	608	1,860

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Process - Are victims treated right?

# of Hours staff trained on victim issues, ethics, cultural humility, trauma, and underserved	1,988			1,399			1,470			1,445			1,736			1,269		
Education of staff: # Associates - # Bachelors - # Masters (or J.D. / Ph.D.)	2	18	12	6	15	15	4	17	18	5	17	14	6	17	13	5	18	13
% of Victims reporting they felt listened to and respected by staff/volunteers	99%			99%			99%			100%			100%			100%		
% of Victim surveys returned (excluding CASA)	23%			19%			27%			18%			26%			16%		

Outcomes - Are victims' lives improved?

Safety - Are victims feeling safe?

% of Victims who report their immediate physical-safety needs were met	89%			89%			94%			92%			98%			95%		
# of Victims assisted with protection orders	116			118			149			165			191			224		
# of Bed-Nights provided for victims assisted with shelter (family of 4 for 30 nights =120 bed-nights)	1,809			1,031			675			430			495			Pending		

Healing - Are victim trauma issues improved?

% of victims who report feeling less alone	95%			94%			92%			95%			99%			97%		
% of Victims who reports that their referrals were appropriate	94%			92%			94%			90%			98%			91%		
% of Victims who reporting their immediate mental/emotional needs were met							Starts 2020						100%			97%		
% of Victims who feel hope for the future							Starts 2020						99%			98%		
# of Victims provided crisis counseling and emotional support	439			668			761			962			942			1,135		

Justice - Are victims receiving their rights and fairness?

% of victims who report knowing more about victim rights	94%			93%			97%			99%			100%			97%		
% of victims who reported being informed of court hearings and results	96%			97%			95%			100%			98%			98%		
# of Times legal assistance was provided to victims by Crime Victim Services' attorney	New 2017			69			367			342			146			102		
# of Court hearing notices provided	4,895			5,108			4,290			3,907			5,847			7,627		
# of Times advocates attended or accompanied victims to Court Hearings and proceedings	1,275			1,674			3,917			4,731			4,600			4,788		

Restitution - Are victims' bills paid?

% of victims who report knowing about Ohio Victim Compensation Fund	73%			75%			78%			77%			88%			94%		
% of Victims whose needs were met	98%			97%			98%			99%			98%			95%		
% of Victims who reporting their immediate financial needs were met							Starts 2020									90%		
% of victims whose transportation needs were met							Starts 2020									90%		
# of Victims provided emergency money help by CVS	119			161			132			137			130			142		
\$ Amount of emergency money provided to victims	\$45,638			\$50,001			\$43,429			\$32,311			\$19,778			\$25,492		
# of Victims receiving Ohio Victim Compensation paid by state	27			20			10			17			13			24		
\$ Amount of Ohio Victim Compensation paid by state to victims	\$77,552			\$13,111			\$42,579			\$132,204			\$53,274			\$54,534		

Important Events and innovations (new services, positions, efficiencies, partners, highlights, etc.)

2016:	Attorney hired; added storage space with Tabernacle Baptist Church; Special Victims Unit started.
2017:	Purchased building at 234 N. Main Street, Lima, Ohio for Court Appointed Special Advocates (CASA); CVS helped lead Marsy's Law Ohio Victim Rights Constitutional Amendment passing with 83% of Ohio voters approval. Guardian Program started.
2018:	Paved the CASA parking lot; CASA reached 100 volunteer advocates.
2019:	Remodeled CASA training room and building exterior; Lima office reception and meeting room remodeled; Human Resources Director hired; VOCA grant cut of \$133,951.
2020:	CVS adjusted to COVID-19 Pandemic; VOCA grant cut of \$717,831; Ottawa porch replaced; created CASA volunteer park.
2021:	New database; new email system; rebranding with new logo; VOCA grant cut of \$367,384.