



**COURT
ADVOCACY**



**Relationship
Violence
SERVICES**



SPECIAL VICTIMS UNIT



**Elder Victim
Ministry**



GUARDIAN PROGRAM



Crime Victim Services Quality Dashboard on Dec. 31

2016

2017

2018

2019

2020

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

# of Media coverages (TV, newspaper, radio, publications, etc.)	66	117	98	106	419
# of Public events and presentations (booths, speeches, outreach events, etc.)	143	149	190	203	73
# of Victims with a disclosed disability served (e.g. physical, sensory, cognitive)	46	80	176	94	62
# of Victims with a non-disability special need (e.g. Deaf, language, LGBTQ, Immigrant)	120	180	277	199	44
% of victims who reported being able to access the program (Victim Survey)	97%	98%	99%	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
Cash Flow (Equity Accounts, Accounts Receivable, Current Liabilities)	\$255,884	\$329,609	\$529,868	\$573,892	\$898,270
Total Assets (liabilities + equity on Balance Sheet)	\$497,045	\$872,970	\$1,090,729	\$1,211,927	\$1,404,402
Net Cash Income	\$109,413	\$26,655	\$126,557	\$30,907	\$266,897
Funding Income	\$2,007,339	\$2,580,014	\$2,679,175	\$2,820,646	\$3,197,388
Criminal fines and fees (DV baseline, marriage & divorce, VAWA, VOCA)	75%	69%	68%	76%	52%
Taxes (County, Lima, mental health, SA baseline)	18%	18%	18%	18%	25%
United Way and donations (individual, church, etc.), Bingo, Other	7%	13%	14%	6%	23%
In-Kind Donations value (office space, volunteers, household items, etc.)	\$232,345	\$332,071	\$306,315	\$410,422	\$399,230
Cost per victim (total expenses divided by total victims)	\$559	\$672	\$503	\$513	\$552
Cost per victim and student (total expenses divided by victims and students)	\$349	\$195	\$155	\$311	\$404
# of Staff	32	36	39	36	36
# of Volunteer hours (Board, interns, programs)	6,032	6,804	6,079	13,146	12,866

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
# of Middle and High School students provided sexual violence prevention curriculum	719	2,653	2,117	1,142	608
# of All victims served this year (sub-categories below)	3,802	4,270	5,329	5,376	5,219
# of NEW Primary victims this year	2,419	2,174	3,765	2,875	2,686
# of Victims served in Allen County and area Counties	3,012	3,483	4,624	4,736	4,499
# of Victims served in Putnam County	790	787	705	667	720
# of Court Advocacy victims	2,154	2,192	3,043	2,896	2,741
# of Domestic violence victims assisted in Putnam County	122	157	170	192	191
# of Court Appointed Special Advocates (CASA) victims (victim + 1 family member)	540	548	544	704	584
# of Elder Victim Ministry victims	531	814	849	943	884
# of Guardian victims		New 2019		45	30
# of Human Trafficking survivors	107	86	94	70	65
# of Sexual Assault survivors	347	386	673	488	621
# of Child Advocacy Center victims (victim + 1 family member)	230	334	202	230	294

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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
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
% of Victims who report staff were supportive & helpful (Victim Survey)	99%	99%	99%	100%	100%
% of Victim surveys returned (excluding CASA)	23%	19%	27%	18%	26%

Outcomes - Are victims' lives improved?

Safety - Are victims feeling safe?

% of Victims who report their immediate physical-safety needs were met (Victim Survey)	89%	89%	94%	92%	98%
# of Victims assisted with protection orders	116	118	149	165	191
# 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

Healing - Are victim trauma issues improved?

% of victims who report feeling less alone (Victim Survey)	95%	94%	92%	95%	99%
% of Victims who reports that their referrals were appropriate (Victim Survey)	94%	92%	94%	90%	98%
# of Victims provided crisis counseling and emotional support	439	668	761	962	942

Justice - Are victims receiving their rights and fairness?

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

Restitution - Are victims' bills paid?

% of victims who report knowing about Ohio Victim Compensation Fund (Victim Survey)	73%	75%	78%	77%	88%
% of victims who report having immediate needs met by CVS (Victim Survey)	98%	97%	98%	99%	98%
# of Victims provided emergency money help by CVS	119	161	132	137	130
\$ Amount of emergency money provided to victims	\$45,638	\$50,001	\$43,429	\$32,311	\$19,778
# of Victims receiving Ohio Victim Compensation paid by state	27	20	10	17	13
\$ Amount of Ohio Victim Compensation paid by state to victims	\$77,552	\$13,111	\$42,579	\$132,204	\$53,274

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

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.
2020:	CVS adjusted to COVID-19 Pandemic; VOCA grant cut of \$717,000, Ottawa porch replaced; created CASA volunteer park.