

**FY2011
Performance Report Instructions
for
Other Victims Assistance Grant (OVAG)
and
Victim Coordinator and Liaison Grant (VCLG)
Programs**

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I. General Instructions

The Performance Report Form is to be used to report only the activities funded by either the Other Victims Assistance Grant (OVAG) or Victim Coordinator and Liaison Grant (VCLG) Program. Do not send information based on your agency as a whole (except for Section 6, Volunteer Involvement). The totals for Section 2, with the exception of Total Victims Served by Type of Service, and Section 3 auto-calculate. Additionally, throughout the report there are other areas that have been pre-filled by the OAG such as targets for Direct Victim Services, Victim Services Professional Training, Outreach or Community Education that are being measured based on information submitted in your application and/or through target negotiation. Email your grant manager directly to discuss necessary changes to this information.

(NEW) Performance Report Format Change

The FY2011 OVAG/VCLG Performance Report Excel document has four tabs, one for each quarter. When completing the report, the First Quarter Tab will only allow reporting of first quarter data and narratives. Second, Third and Fourth Quarters are locked.

2. Second Quarter tab auto populates the First quarter data, and allow you to enter the second quarter data and narratives. The First, Third, and Fourth Quarter data sections are locked.

3. Third Quarter tab auto populates the First and Second quarter data, and allows you to enter the third quarter data and narratives. The First, Second, and Fourth Quarter data sections are locked.

4. Fourth Quarter tab auto populates the First, Second and Third quarter data, and allows you to enter the fourth quarter data and narratives. The First, Second, and Third Quarter data sections are locked.

(NEW) Summary of Employee Monthly Grant Activity Form

A Summary of Employee Monthly Grant Activity Form is now required for each employee whose position is funded in whole or part by a grant contract. This form will be completed monthly for each employee funded by the grant and shall reflect the total activity for the entire month on each employee. The employee signature is required as well as the person validating the hours worked. **This form is not a time sheet and is not to be used as a substitute for a time sheet.** The report and instructions are available from the OAG or you may download the form at: <http://www.oag.state.tx.us/victims/forms.shtml#financial2010>

Instructions for submission:

- The performance report must be submitted electronically no later than the 30th day of each month following the end of the quarter (Section 4.1 OAG OVAG or VCLG Grantee Contract). For FY2011, quarterly statistical reports are due on or before:
 - 1st Quarter – December 30, 2010
 - 2nd Quarter – March 30, 2011
 - 3rd Quarter – June 30, 2011
 - 4th Quarter – September 30, 2011
- The Summary of Employee Monthly Grant Activity Forms are required to be completed monthly for each employee funded by the grant and submitted quarterly with the performance report.
- The following must appear in the subject line of the email: your grant type (either OVAG or VCLG), your grant number and the reporting period (example subject line: “OVAG #1000000, 1st Quarter Performance Report”).
- Email the report and activity form to OAG-Grants@oag.state.tx.us
- Questions regarding the contract, the performance report, and/or the activity form should be directed to your grant manager.

II. How to Report

The Performance Report is a reflection of your progress toward accomplishing the work proposed in your grant application. **Do report:** all victim services and activities being provided by OVAG/VCLG funded staff during their time on the grant, regardless of whether you have provided a target for that activity. **Note** – if OVAG/VCLG-funded staff are performing a significant amount of work outside the scope of what was proposed in your grant, contact your grant manager to discuss how to realign the work with the scope of what was approved and funded by the OAG.

The Performance Report should reflect data for OVAG/VCLG funded activities only. **DO NOT REPORT THE TOTAL NEW VICTIMS SERVED BY THE AGENCY IN YOUR CALCULATIONS. ONLY REPORT THE NUMBER OF VICTIMS SERVED BY THE GRANT-FUNDED STAFF.**

Report the number of victims receiving a service, not the number of times a service is provided. For example: When the first contact with a victim is materials sent from your organization (i.e. brochures, information, CVC application): a) that victim is counted as a new victim, and b) those materials are counted as Information and Referral provided to a victim.

Section 1. Agency Information

This section reflects information submitted on your application and has been pre-filled by the OAG. To update the Authorized Official information – the Governing Body must submit a request on letterhead with an original signature. Changes to the Grant Contract must be made by the Authorized Official – this change can be via email, fax, or on letterhead. For all other changes submit a request via email to your grant manager. Please note that the person listed as “Person to Contact for Corrections” can be the same person listed as the Grant Contact, or can be a different person, but should reflect the person who actually works on the Performance Reports, and will receive and send the Performance Report revisions. The cell is

open for you to enter the correct or updated information, including this person's current Phone and Email information.

Section 2. Direct Victim Services

This section reflects your approved targets and has been pre-filled by the OAG. **The numbers should be cumulative for all staff on the grant, not reported by individual personnel.**

Subsection "Victims Served"

There are two different categories of Victims Served, and it is important to ensure that they are reported correctly in the proper category. These are defined as follows:

New Victims Served - Received no prior services for any reason from a funded staff person during Fiscal Year 2011 (September 2010-August 2011).

Continuing Victims - Received at least one funded service from a funded staff person for the month and have also received at least one funded service from a funded staff person in any previous month of Fiscal Year 2011.

Victims may only be counted once per month, even if they have multiple visits in a month or if they receive services from more than one grant-funded staff. Throughout this section you will see examples of one way to calculate your numbers. You do not need to use this method, but any method you choose should be consistent for the entire life of the grant.

Starting in September 2010, ALL victims served by an OVAG/VCLG-funded staff person should be counted as "New" the first time they receive services in the Fiscal Year (September 1, 2010 to August 31, 2011). This includes victims both directly and indirectly impacted by the crime (primary and secondary victims). A person may only be counted once in this category per fiscal year, even if they are a victim of multiple unrelated crimes. The Demographic and Type of Victimization Sections will be completed for New Victims only.

Note – in Section 2 the "Total" cells will turn red for "First Point of Contact With New Victims", "Demographics of New Victims", or "Type of Victimization of New Victims" if the totals are greater or less than the "New Victims Served" number. For Section 2 the "Total Victims Served by Type of Service" cells will turn red if any of the numbers are greater than the "Total Victims Served" number.

Subsection "Demographics of New Victims"

Report for new victims only. If demographic information such as age, gender and/or ethnicity are unknown, categories for unknown have been provided and should be used so that the totals for each demographic subsection total the number of New Victims Served. Only choose Persons with Disabilities if the disability is observable or if the information is offered by the victim.

Subsection “Type of Victimization of New Victims”

Report for new victims only. Limit of one type of victimization for each victim. Since only one type of victimization is reported for each new victim, the total number should be equal to the number of “New Victims Served” from Section 2 under “Victims Served.”

If a new victim has more than one type of victimization, it is contingent upon the reporting agency to decide which type to report for each victim. We suggest that the ‘primary’ type be chosen. How the primary type is determined is up to the reporting agency, and may be considered primary because it is the most ‘severe’ type reported, the type originally presented by the victim, or any criteria the agency decides upon, but the method of reporting should be consistent throughout the grant year.

Subsection “Total Victims Served by Type of Service”

The numbers reported represent the number of Total Victims Served (both New Victims Served and Continuing Victims) that received a particular service, not the number of times a particular service was provided.

A victim may receive more than one service in a month, however, each service is only reported **once** in a month per victim regardless of how many times a service is provided. For example, if a victim is given Information and Referral several times, Crisis Intervention twice and Victim Advocacy once, all during the same calendar month, all three types would be reported, but only once under each category.

The total number in each cell may not exceed the “Total Victims Served” under Section 2 “Victims Served”

Calculation Instructions and Examples

If all victims served are receiving services provided by your OVAG/VCLG program, the following examples are appropriate. If not all victims being served are receiving the services provided by your OVAG/VCLG program, outputs should be reported for services provided to victims during grant-funded staff time on the grant by whichever method your agency determines appropriate.

New Victims Served – One Staff Funded:

Calculate the number of **New Victims Served** for this Report by multiplying the total number of **New Victims** that the (one) funded staff member served by the percentage of salary funded for that position.

Example: An Advocate funded by OVAG at 25% serves 30 new victims in one month. To calculate: $30 \times 25\% = 8$ New Victims Served for the Performance Report that month.

New Victims Served – Multiple Staff Funded:

If multiple staff are funded, calculate the number of **New Victims Served** for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure that victim is not counted more than once. If more than one grant-funded staff provided services to a victim in a month, the victim may only be counted once. How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.

Example: An Advocate funded by OVAG at 25% served 35 new victims and a Counselor funded by OVAG at 30% served 45 new victims in one month. To calculate:

35 new victims x 25% Advocate= 9
+45 new victims x 30% Counselor= 13.5 (round up to 14)
23 New Victims Served for that month.

Continuing Victims Served – One Staff Funded:

Calculate the number of **Continuing Victims Served** for this Report by multiplying the total number of **Continuing Victims Served** that the funded staff member served by the percentage of salary funded for that position.

Example: An Advocate funded by OVAG at 25% serves 60 continuing victims in one month. To calculate: $60 \times 25\% = 16$ Continuing Victims Served for the Performance Report that month.

Continuing Victims Served – Multiple Staff Funded:

If multiple staff are funded, calculate the number of **Continuing Victims Served** for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure victim is not counted more than once. (How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.)

Example: An Advocate funded by OVAG at 25% served 45 continuing victims in one month and a Counselor funded by OVAG at 30% served 50 continuing victims in one month. To calculate:

45 new victims x 25% Advocate= 11.25 (round up to 12)
+50 new victims x 30% Counselor= 15
27 Continuing Victims Served for that month.

Direct Services – One Staff Funded:

Calculate the number of victims that receive each service for this Report by multiplying the TOTAL victims who received each service by the percentage of salary funded for each position.

Example: An Advocate funded by OVAG at 25% provides Crisis Intervention to 20 victims. To calculate: $20 \text{ victims} \times 25\% = 5 \text{ Victims Received Crisis Intervention Services}$ for the Performance Report that month.

Direct Services – Multiple Staff Funded:

If multiple staff are funded, figure the number of victims that received each service for each staff and add these together. That sum is the number of victims that received each service that should be reported. **If more than one staff person has served a victim in a month make sure victim is not counted more than once.**

Example: An Advocate funded by OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 victims in one month. To calculate:

$20 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 5$
 $+30 \text{ victims received Crisis Intervention (Counselor)} \times 30\% = 9$

14 Total Victims received Crisis Intervention Services by OAG Funded Staff for the Performance Report that month.

Example for Multiple Staff who serve the same victims: An Advocate funded by OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 victims in one month. 5 of those victims were the same for both staff. To calculate – choose who will count the 5 victims served by both grant funded staff: (In this example, the Counselor counts “joint” victims)

$20 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 5$
 $+25 \text{ victims received Crisis Intervention (Counselor)} \times 30\% = 7.5 \text{ (round to 8)}$

13 Total Victims received Crisis Intervention Services by OAG Funded Staff for the Performance Report that month.

Example for Multiple Staff who serve the same victims: An Advocate funded by OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 victims in one month. 5 of those victims were the same for both staff. To calculate – choose who will count the 5 victims served by both grant funded staff:

(Advocate counts 1 victims, Counselor: 4)

$19 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 4.75 \text{ (round to 5)}$
 $+26 \text{ victims received Crisis Intervention (Counselor)} \times 30\% = 7.8 \text{ (round to 8)}$

13 Total Victims received Crisis Intervention Services by OAG Funded Staff for the Performance Report that month.

Section 3. Victim Services Professional Training

This section includes your approved targets and has been pre-filled by the OAG.

Number of Training Sessions – Report the total number of training sessions held by funded staff during the month. If a training session is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.

Individuals Trained – Report the number of individuals who received Professional Training by grant funded staff. Report individuals by the Professional Training categories listed. If a training session is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.

Section 4. Outreach or Community Education

This section includes your approved targets and has been pre-filled by the OAG.

Outreach/Community Ed. Presentations – Report the number of presentations given by grant funded staff. If a presentation is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.

Outreach/Community Ed. Participants – Report the number of individuals who received Outreach/Community Education by grant funded staff. If a presentation is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.

There are different ways to estimate the number participants in an outreach presentation. Below are a few different examples that each involve a different method of calculating the number of outreach participants.

Example 1: Count the number of chairs in the room where the presentation is given before the presentation starts. You count 200 chairs. Ask a friend to count the number of empty chairs during the middle of the presentation. If your friend counts 30 empty chairs, then report $200-30= 170$ outreach participants.

Example 2: The outreach event is held in the high school gymnasium for the 10th grade. Ask the person who keeps daily attendance records to let you know how many 10th graders were absent the day of the outreach presentation (45) as well as the number of students in the 10th grade (500) . Subtract the number of absent 10th graders the day of your outreach presentation from the number of students enrolled in the 10th grade. $500-45 = 455$ outreach participants.

Example 3: Count the number of handouts you brought with you to the outreach presentation (750). Have a friend pass one out to each person as they enter the door of the facility where the outreach presentation is held. At the end of the presentation, count the number of handouts your friend has left (237). Subtract the number of handouts you have remaining after the outreach event from the number you brought with you. $750 - 237 = 513$ outreach participants.

Example 4: Ask someone who knows the maximum occupancy of persons allowed by the fire code to fit in to the event space. If their answer is 5,000 and the room looks half empty, estimate 2,500 outreach participants. $5,000 / 2 = 2,500$ outreach participants.

Informational Fairs – Report the number of Informational Fairs in which grant funded staff participate.

Informational Fairs Participants – Enter the number of attendees at the Fair. The Report will automatically calculate 25% of the attendees at the fair to be counted for OVAG/VCLG.

Section 5. Victim Assistance Public Awareness Campaign (Statewide Only)

This section applies to Statewide Grantees only and includes your approved targets, if applicable, and has been pre-filled by the OAG. Report numbers of products/activities and written materials distributed.

Section 6. Volunteer Involvement

All non-profits must complete this section. Report numbers for the agency as a whole, not just for the project funded by OVAG/VCLG for this section.

Section 7. Outcomes

This section reflects your approved outcomes and some information has been pre-filled by the OAG.

All Grantees are required to measure two outcomes. One outcome must be a Direct Service Outcome. Grantees were allowed to measure outcomes from the outcomes listed below:

Direct Service Outcomes:

Increase in knowledge and understanding of crime victims' rights.
Increase in knowledge of and access to community resources and services.

Professional Training Outcome:

Increase in knowledge and understanding of crime victims' rights.

Community Education Outcome:

Increase in knowledge of and access to community resources and services.

Public Awareness Campaigns:

Increase the knowledge about the warning signs of specific crimes and victimizations.
(Public Awareness Campaign only)

Children’s Advocacy Centers (CAC):

Reduction in trauma, crisis, stress, and/or anxiety of child victim and/or protective family members.

Increase understanding/knowledge regarding criminal and civil justices system process in general and/or in regard to their specific case.

Measuring Outcomes

Collecting information on outcomes involves asking victims, service providers or others to tell you whether, what type and how much impact your program or services have made on victims and their families.

In order to determine if your program is impacting individuals in a specific and positive way, you need to find a way to determine that a positive change is occurring for the individual in the area of services provided. You can identify change through observation of individual’s behavior as well as by asking individuals if they feel different (i.e., more confident) or they believe they have changed (i.e., “I know more now…”).

Some examples of how to measure outcomes are: surveys, self-reporting measures, and observational methods that focus on the impact of a service.

Reporting Outcome Measures

The outcomes being measured have been pre-filled with information from your application; if any changes are necessary contact your grant manager to discuss.

The following information needs to be entered for each outcome being measured:

Outcome Instrument – Report the method used to measure each outcome. The cell is located to the right of the “Outcome” heading. Examples of how to measure outcomes are; Surveys, self-reporting measures, and observation.

Target Level % – Fill in the desired target level percentage for each outcome being measured. The target level is the percentage of individuals you aim to have report the desired outcome.

Number of Instruments given to Individuals – If applicable; report the number of instruments given to individuals, i.e. survey. If a method other than survey was used to measure outcomes and the data cannot be reported in “instruments given”, such as observation, leave this cell blank.

Number of Instruments Completed by Individuals – Report the number of instruments completed by individuals. If there was not an instrument given to individuals, for example surveys, you should report the number of individuals that were measured through other methods, such as observation or self reporting.

Individuals Reporting the Desired Outcome – Report the number of individuals who reported the desired outcome from the number of individuals that were measured.

Outcome Narrative – If necessary, describe in detail in the “Outcome Narrative” what tool/method was used to measure the outcome. Any additional information may be included in the “Outcome Narrative”.

With this information the performance level (%) will be auto-calculated. The performance level is the percentage of individuals reporting the desired outcome out of the number of individuals completing the instrument.

Performance Level Example:

12 surveys are handed out, 10 are completed and returned. Out of the 10 surveys completed and returned, 8 demonstrate the desired outcome. To calculate: $8 \div 10 = .80$ or 80%. Therefore, the performance level would be 80% for the Performance Report that month.

Section 8. Grant Related Activities During the Reporting Period

The data and numbers provided in the rest of this report cannot fully illustrate all of the work achieved through your OVAG/VCLG project. To give a fuller picture of the additional work performed through this grant, report meetings (internal to your agency or with community representatives), community collaborations on victim service-related projects, or other activities that support the OVAG/VCLG project.

Section 9. Successes During the Reporting Period

Use this section to describe any successes you had with regard to meeting your goals, objectives, and targets.

Section 10. Challenges You Encountered During the Reporting Period

Use this section to explain any issues that made it difficult or challenging for you to meet your goals, objectives, and targets. This might include difficulties in hiring staff, purchasing equipment, etc. Also include any actions you took (or anticipate) to overcome these challenges.

Section 11. Program Impact Narratives

This is qualitative information that can be conveyed to those interested in knowing what impact the program is having on victims and their families.

Use this section to include at least one narrative per quarter about a client who staff on the grant helped, or services your agency provided with OVAG/VCLG funds that made a difference in someone’s life. You can also include stories about ways in which your program is making a difference in the community such as changes in policies, protocols, cooperation and/or awareness.

Do not use more space than is provided. These summaries are instrumental in demonstrating the importance of grant-funded services provided to victims to aid in their recovery. Also, mail or email copies of any letters from victims or newspaper clippings about your program that you would like to share with the OAG. (Be sure to include your contract number on any documents sent.)

Section 12. Key Personnel

Describe any changes in key personnel that may have occurred during the reporting period. Grantees must also notify their Grant Manager within ten business days of any change in key personnel (Section 4.1.3 OAG OVAG or VCLG Grantee Contract).

Section 13. Positions Left Vacant

If applicable, explain any grant-funded positions left vacant for more than three months, and what is being done to fill the position.

Section 14. Data Verification

The Grant Contact or Authorized Official must review and approve the accuracy of the data in the Performance Report before submitting it to the OAG. One of these two individuals must type her or his initials and the date the report was reviewed to indicate the appropriate review was completed.

III. Definitions

Accompaniment

Criminal Justice Accompaniment – is support provided to a victim while that victim is participating in the criminal justice system. Only count one instance of accompaniment per victim per day. The law enforcement and medical accompaniment are listed separately.

Law Enforcement Accompaniment – is support provided to a victim while that victim is interacting with a law enforcement agency. Only count one instance of accompaniment per victim per day.

Medical Accompaniment – is support provided to a victim while receiving services at a medical facility. A minimum of 45 minutes must be spent with the victim; only count one instance of accompaniment per victim per day.

Assistance with Crime Victims' Compensation – is assistance provided to a victim explaining Crime Victims' Compensation (CVC) forms and processes and/or completing the appropriate forms. Providing general information on CVC should be counted under "Information and Referral."

Assistance with Restitution – is, at a minimum, those duties required under Texas Code of Criminal Procedure, Articles 56.02, 56.04, and 56.08, which include notice of right to restitution and a written notification of the general restitution process within 10 days after the date that an indictment or information is returned against a defendant. Assistance with Restitution may also include assisting victims with calculating losses; gathering documentation/receipts; reviewing victim impact statements for potential restitution requests; contacting CVC to determine if funds have been expended on victim's behalf; and providing restitution information and CVC reimbursement requests for the prosecution.

Assistance with Texas VINE – is assistance provided to a victim explaining Texas VINE and/or registering or accessing information. Providing general information on Texas VINE should be counted under "Information and Referral."

Assistance with Victim Impact Panels – is assistance provided to a victim to prepare a victim to present on a Victim Impact Panel.

Assistance with Victim Impact Statements – is assistance provided to a victim explaining the Victim Impact Statement and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under "Information and Referral."

Counseling/Therapy

Crisis Intervention – is assistance provided to a victim to reduce stress and provide immediate, short-term support to reduce the impact of the crime.

Individual Counseling – is provided to a victim face-to-face by a licensed professional and uses one-on-one psychological and/or therapeutic methods of treatment for a minimum of 45 minutes.

Support Groups – are groups for victims led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group.

Therapeutic Groups – are groups facilitated by a licensed professional and includes therapeutic/counseling and/or psycho-educational content for victims.

Peer Support Services – is one-on-one peer support provided by trained staff and/or volunteers to increase client functionality and facilitate empowerment in meeting his/her physical, medical, legal, and or psychological needs.

Direct Victim Services – are defined as providing the following activities:

- Assistance with Crime Victims' Compensation
- Assistance with Texas VINE
- Information and Referral
- Accompaniment (Criminal Justice, Law Enforcement, Medical)
- Crisis Intervention
- Individual Counseling
- Groups (Support, Therapeutic)
- Assistance with Victim Impact Panels
- Assistance with Victim Impact Statements
- Emergency Funds
- Follow up with Victim
- Legal Assistance
- Lodging
- Transportation
- Victim Advocacy

Emergency Funds – are funds that the Applicant will provide directly to victims for items needed immediately following a crime and that would not otherwise be paid for by the Crime Victim Compensation Fund.

Follow-up with Victim – in person, telephone or written communication, initiated by the advocate that occurs as a follow-up to an initial meeting with the victim—to provide or offer services such as emotional support, empathetic listening and checking on progress.

Information and Referral – refers to all forms of contact with victims in which services and available support (provided by the Applicant or the community) are identified and/or offered. This includes general information provided to victims on the Crime Victims' Compensation (CVC) program, victim rights, Texas VINE program, the Victim Impact Statement (VIS), and issues related to victimization. Information and Referral does not include Assistance with Crime Victims' Compensation, Texas VINE or Victim Impact Statements, these should be included in their specific categories.

Key Personnel – may include, but are not limited to, Authorized Official, Grant Contact Person, Board President, Executive Director (ED), Chief Executive Office (CEO), Chief Financial Officer (CFO), County Auditor, and/ or Program Director.

Legal Assistance – refers to assistance provided to a victim with criminal or civil legal issues, including, but not limited to, completing and/or filing of temporary restraining orders, injunctions, other protective orders, elder abuse or child abuse petitions. Legal assistance does not include activities solely for the prosecution of an offender, such as witness coordination, expert witness fees, or prosecutor salaries.

Lodging – is arranging and/or providing lodging for a victim.

Outreach or Community Education – is a presentation that educates and informs the general public or specific groups to help identify victims of crime who might not otherwise be reached and provide or refer them to needed services.

- Informational Fairs (Health Fairs, State Fairs, etc)

Public Awareness Campaign – is a coordinated series of public service announcements, articles, press events and/or other activities designed to connect crime victims to services for the purpose of supporting or assisting in their recovery.

- Hard Media (Newspapers, Billboards, etc)
- Electronic Media (TV and Radio, etc)
- Written Materials (Brochures, Flyers, Posters, etc)

Transportation – is arranging and/or providing transportation for a victim for planned activities to one or more destinations in a single trip, or to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

Victim Advocacy – assistance and advocacy provided on behalf of victims to a third party. Victim Advocacy includes phone calls or in-person visits to a law enforcement, criminal justice or other agency to gain information on behalf of the victim, assist the victim in securing his or her rights, remedies and services from other agencies, intervention with employers, following-up on CVC claims filed, assisting with other agencies that may provide non-criminal justice related services for victims such as job training. Victim Advocacy does not include any legal filings – see “Legal Assistance.”

Victim Services Training – is training provided to professionals and volunteers to improve their ability to inform victims of their rights, to assist victims in their recovery, or to establish a continuum of care for victims.

- Law enforcement (Police Departments, Sheriff’s Offices, Constable’s Offices, etc)
- Prosecution/ Judicial (County Attorneys, District Attorneys, etc)
- Medical (Doctors, Nurses, etc)