

The Office *of* Crime Victim Supports

2021 Annual Report | January 2022

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1. INTRODUCTION

Message from the Executive Director

Dear New Yorkers:

I am incredibly proud and humbled to be the inaugural leader of New York City's Office of Crime Victim Supports (OCVS). Having officially launched OCVS in the fall of 2021, we are approaching this effort with clear eyes and tremendous ambition, leaning into the magnitude of work that lays before us.

I believe two principles must guide every effort our office undertakes. First, we must provide a variety of supportive options to meet the needs of individual crime survivors and their families, as no two are alike. While our office endeavors to expand the reach and menu of options, we hope to do so informed by — and committed to — community-based perspectives. Our work should and will be a co-production between government, community-based organizations, and the people they serve.

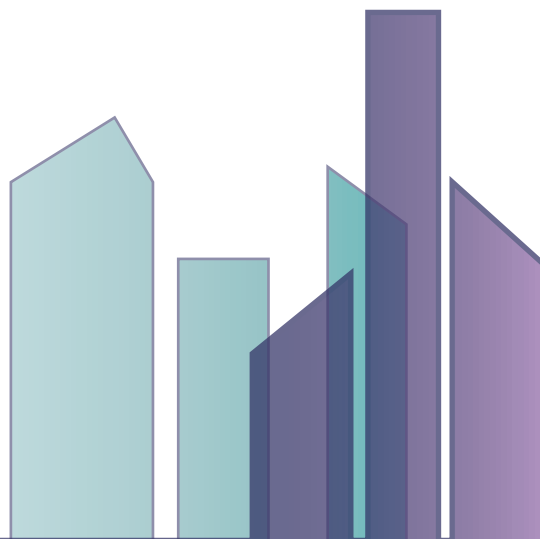
Second, we must act on the knowledge of who is at risk for future victimization and for future perpetration to reduce the likelihood of further harm. Providing supports to these vulnerable city residents is a targeted, upstream approach to build people up and keep crime down. It is both an economically sound investment and the right thing to do.

This annual report serves as an opportunity to highlight the work OCVS is currently undertaking, and we are excited about the office's future. Poverty, race, and injustice should not define the life of a victim, survivor, or their family. With a shared vision and ownership of safety, we hope to foster more phoenix risings and fewer fates dictated by trauma.

Sincerely,

Ilana Turko

Ilana Turko



SECTION 1

Office Overview

The Office of Crime Victim Supports (OCVS) is the first stand-alone municipal office of its kind in the country. OCVS takes a holistic approach to victim services, coordinating existing services to support New York City residents impacted by crime and developing solutions to address gaps.

Mission and Goals

OCVS is dedicated to providing individuals, families, and communities impacted by crime the supports they need to promote recovery and resiliency. OCVS works through service coordination and program and policy development grounded in a survivor-centered and holistic approach that recognizes the connection between those who have experienced violence and those who cause harm. OCVS employs several strategies in our work to reduce victimization and address its direct and collateral consequences, including a commitment to community engagement, enhanced analytics and rigorous evaluation, and expanding access to resources. Our approach incorporates three key areas of focus: service coordination, program expansion and development to address gaps in services, and ensuring parity for crime victims throughout New York City.

Service Coordination

New York City invests in a robust set of services to provide critical support for crime victims and their families to help meet their emotional, physical, financial, and legal needs. This includes large-scale programs and targeted initiatives focused on meeting the needs of specific populations. The scope of services available to crime victims can create challenges for individuals trying to navigate this complex system as well for the providers, advocates, and city agencies trying to coordinate this support. These challenges can create barriers to access for victims and their families, and they can magnify systemic inequities related to race, gender, sexuality, ability, socioeconomic strata, and immigration status.

OCVS partners closely with organizations across the City to help reduce barriers, enhance coordination, and increase access to services for victims and their families. Key partners include the Mayor's Office to End Domestic and Gender-Based Violence, the New York City Police Department, the Mayor's Community Affairs Unit, the Mayor's Office of Immigrant Affairs, the Mayor's Office of Community Mental Health, and New York City's Department of Social Services and the Department of Health and Mental Hygiene. OCVS also works with other teams within the Mayor's Office of Criminal Justice and is also responsible for maintaining and expanding the mobile-optimized, map-based [Crime Victims Services Finder](#), a tool to help connect to victims with local services that meet their specific needs.

Program Expansion and Development

OCVS oversees a portfolio of programs that address the emotional, physical, financial, and legal needs of crime victims and help move them from crisis to stability. The office works closely with program providers and administrators to ensure oversight and optimal operational performance. This includes evaluation of program data, training to promote best practices, and support to implement necessary programmatic changes.

Additionally, OCVS collaborates with advocates, program providers, partner city agencies, and community members to identify gaps and expand the set of options of services and support for those impacted by crime. The office is committed to exploring new evidence-informed approaches to address root causes of violence and using evaluation of its work to contribute evidence for promising practices in the field. Importantly, the office understands that in order to promote healing for survivors, their families, and their communities we need to work across the limiting labels of victim and perpetrator. People who cause harm are often impacted by violence and trauma themselves, and providing support for these individuals is critical in upstreaming the problem of violence so that we can prevent future violence, disrupt cycles of abuse, and help survivors heal.

SECTION 1

Office Overview

Ensuring Parity for Crime Victims

The current system in New York City separates victim services into discrete categories including services for domestic and intimate partner violence, sexual violence, human trafficking, hate crimes, gender violence, and gun violence. While these populations often have unique needs, they are also often overlapping, and any experience of violence can have profound, cascading effects on impacted individuals, families, and communities. Moreover, many people experience multiple forms of victimization (polyvictimization) either simultaneously or at different points in their lifetime, which can compound negative impacts. OCVS is committed to working with its partners and community stakeholders to understand emerging needs for disparate groups of crime victims and ensure that the supports available to one group are replicated for other groups. This allows for a move to a system where we support the whole person and not just the specific issue or form of victimization. This includes efforts to ensure that populations with marginalized identities, including people who identify as Black, Indigenous, people of color, LGBTQIA+, immigrant, limited English proficiency, people with disabilities, and other intersecting identities have meaningful access to the culturally responsive services and supports they need to heal from experiences of violence.

Overview of Programs and Budget

The OCVS portfolio currently includes nearly 20 programs that encompass social and legal services for crime victims. This includes large scale citywide programs like the domestic violence and crime victim hotlines and the Crime Victim Assistance Program (CVAP) as well as those targeted to specific populations like the abusive partner intervention programming (APIP) and the Domestic Violence and Other Violence Emergencies (DOVE) initiative.

TOTAL FY22 PROGRAM BUDGET

\$48,903,411

BUDGET BREAKDOWN

\$5,751,216

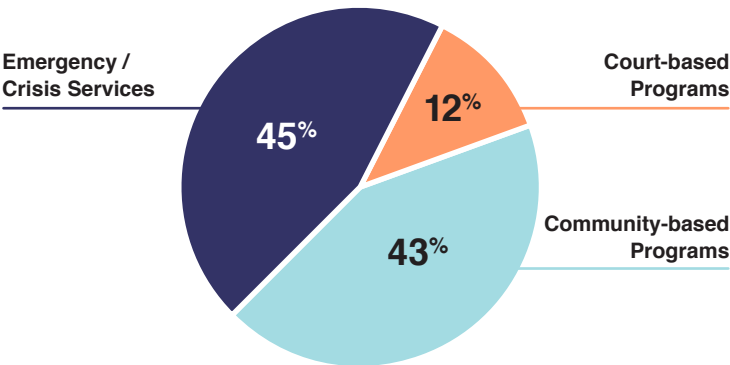
Court Based Programs

\$20,951,195

Community Based Programs

\$22,201,000

Emergency/Crisis Services



COURT BASED PROGRAMS

- Abusive Partner Intervention Programs
- Court Based Advocacy
- Human Trafficking Intervention Courts
- Legal Information Services
- Restitution Supports

COMMUNITY BASED PROGRAMS

- Domestic Violence and Other Emergencies (DoVE)¹
- Family Assistance Project
- Mayor’s Office to End Domestic an Gender-Based Violence Family Justice Center Services
- Safe Horizon Community Programs
- Urban Justice Center: Sex Workers Project²
- Supervised Visitation

EMERGENCY/CRISIS PROGRAMS

- Crime Victim Assistance Program (CVAP)
- Emergency Housing for Crime Victims (in development)
- [Firearms Technical Assistance Project](#)
- [Domestic Violence and Crime Victim Hotlines](#)

1 New York City Council discretionary awards, administered by OCVS at MOCJ, by way of Safe Horizon
2 City Council discretionary funds

SECTION 2

Program Highlights 2021

For OCVS, 2021 was a foundational year as it saw the creation of three staff positions dedicated to the office's work and the establishment of internal structures and to help codify the office's scope, approach, and goals. This foundational work to develop the office happened alongside efforts to support and expand existing programs and partnerships, including in the areas of abusive partner intervention, the victim services finder, and collaborations with the Office of Neighborhood Safety and their providers to meet the needs of gun violence survivors.

Abusive Partner Intervention Program (APIP)

Launched in Fall 2020, MOCJ's Abusive Partner Intervention Program (APIP) is a new model for working with people who cause harm in intimate partner relationships. This work is directly responsive to the needs of survivors, many of whom have been asking for interventions that will make abuse stop within relationships. Moreover, it builds on previous collaborative efforts in this field including the work of the Coalition on Working with Abusive Partners (CoWAP) and the Interagency Working Group, which developed the [Seeding Generations Report](#) to identify best practices in developing interventions of people who cause harm while centering survivor safety.

MOCJ's APIP is comprised of 2 curricula: Dignity and Respect for male-identifying clients and Turning Points for female-identifying clients. The Dignity & Respect curriculum is an innovative model created for NYC and forged from promising practices and evidence-based approaches from around the country. It uses cognitive behavioral strategies to help participants identify harmful thoughts, beliefs, actions, and values with the goal of creating life skills and strategies that promote healthy relationships. The curriculum, created by the Center for Court Innovation (CCI) and national experts, focuses on four areas of accountability and change: self, intimate partner relationships, family, and community. Dignity and Respect also looks at the impact of trauma on past and current intimate partner violence and uses a culturally sensitive approach to engage participants in developing healthy relationships. All the program activities are designed to explore and address one or several of the elements of a cognitive change approach that incorporates the program's core values of dignity and respect.

The program currently accepts court-mandated participants across all five boroughs, with two tracks for each APIP curricula: either 16 or 26 weeks as mandated by the Court. The program is provided by staff and facilitators citywide: EAC-TASC provides services in Brooklyn and Staten Island, The Fortune Society provides services in Manhattan and Queens, and The Osborne Association provides services in the Bronx. Both curricula are offered in English and Spanish citywide. Program providers collect and share key program metrics with OCVS including enrollment, engagement, and completion data as well as an assessment of the program's impact using the HOPE scale.³ The HOPE scale, which measures a participant's motivational state based on their sense of agency and perceived pathways to success, is administered both pre- and post-program engagement for each participant.

Since the program's inception, OCVS has collaborated with CCI and program providers to host information sessions with judges, prosecutors, defense attorneys, and advocates to solicit input; and promote understanding and utilization of the program. In fall 2021, OCVS reviewed key program data, and saw multiple positive outcomes including a positive trend in enrollments (Fig. 1) in spite of the COVID-19 pandemic and resulting court closures, and an increase in HOPE scale scores for participants across all five boroughs (Fig. 2). In addition, OCVS partnered with the Mayor's Office to End Domestic and Gender-Based Violence to conduct a survey with partner organizations interacting with the program to better understand program strengths and areas for improvement. Of respondents who were involved in a case in which a defendant participated in the program, 73.3% (22 of 30) of respondents reported that the program overall was helpful.⁴ OCVS hopes to build on this initial work to measure utilization and impact in 2022 and going forward by engaging a researcher to conduct a further evaluation of APIP programming that will contribute to the evidence base in the field.

³ <https://ppc.sas.upenn.edu/resources/questionnaires-researchers/adult-hope-scale>

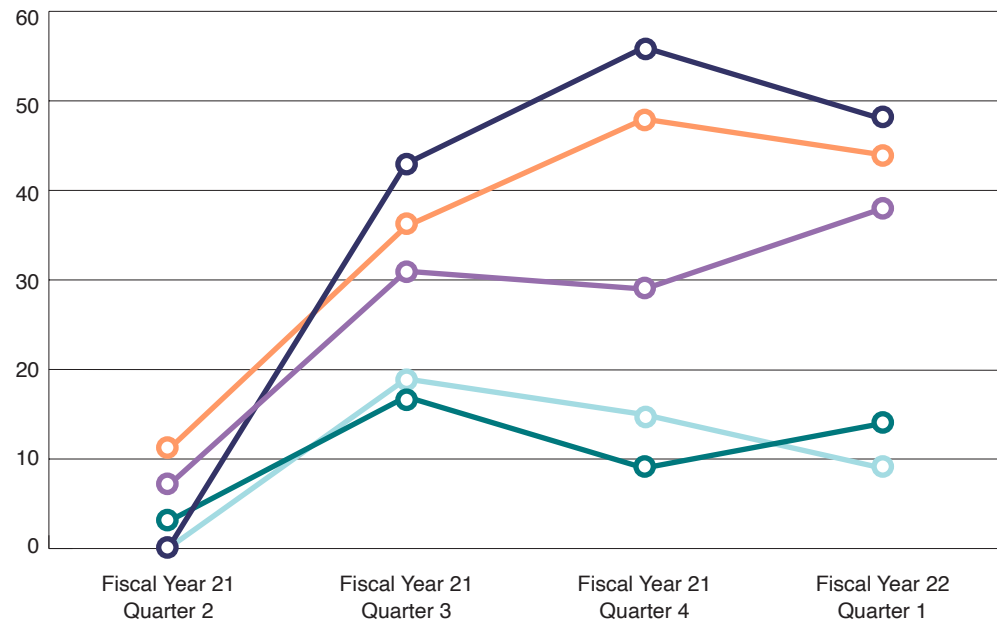
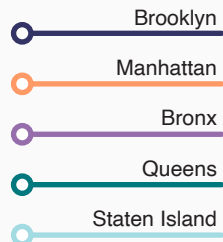
SECTION 2

Program Highlights 2021

TREND IN INTAKES

Figure 1:
Trend in cumulative intake numbers per borough over four quarters (FY21 Q2 through FY22 Q1).

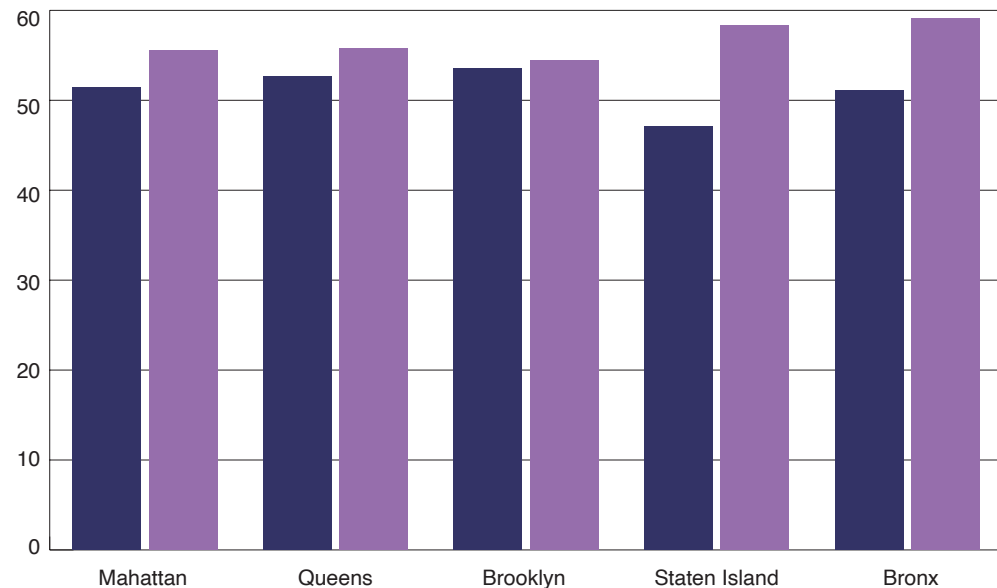
LEGEND



AVERAGE HOPE SCORE BY BOROUGH

Figure 2:
Average HOPE Score presented by borough, including trend from pre-program and post-program averages.

LEGEND



SECTION 2

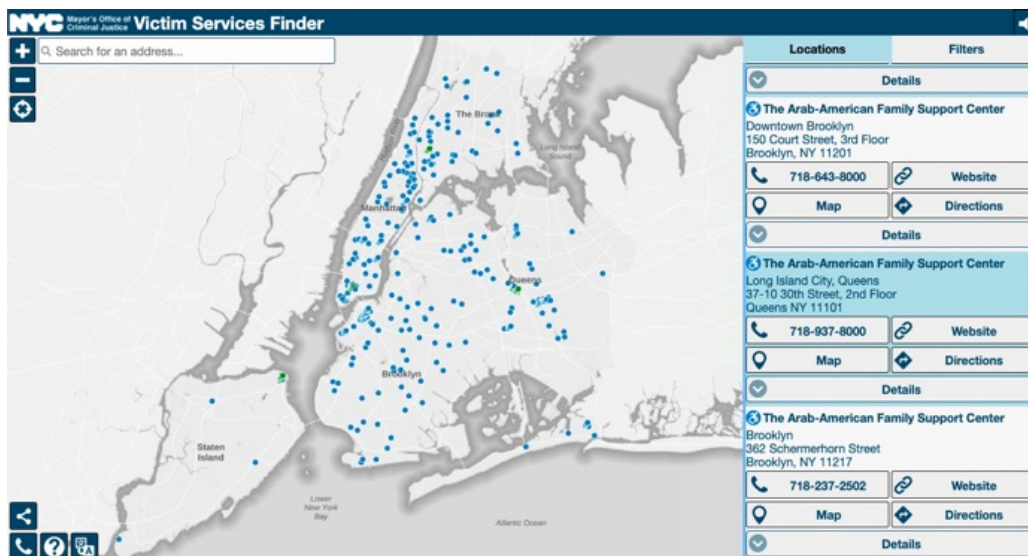
Program Highlights 2021

NYC Crime Victim Services Finder

[The NYC Crime Victim Services Finder](#) (the Finder) is a key resource to access victim services created and maintained by OCVS. The Finder serves as a centralized, mobile-optimized locator of crime victim service providers for victims, service providers, advocates, and others who are interested in learning more about available services in New York City. Housed on MOCJ's website and available on third party websites that cater to crime victims throughout the City, the Finder provides online access to services, which is of particular importance during the COVID-19 pandemic. In fact, 2021 saw significant increases in nearly all utilization metrics including the number of users, the number of new users, the number of pages browsed per session, and the session length overall.⁵

The service locations included in the Finder provide services targeted to individuals or groups who have been victims of crime. The Finder was created to allow users to search service providers by name, location, specific crime category, and age. The Finder is optimized for mobile users, translatable into nine non-English languages, and provides linkages to additional resources including: 911, 311, The Office to End Domestic and Gender-Based Violence's (ENDGBV) Resource Directory on NYCHope, New York City's 24-hour domestic violence hotline, New York City's 24-hour crime victim assistance hotline, and the Administration for Children's Services hotline.

Key updates to the Finder in 2021 included inclusion of services for people experiencing hate crimes and the creation of additional filters so that users can search by services offered, language, and cultural competency specialization. The Finder currently contains 78 service providers that represent 361 unique service locations across all five boroughs. The charts below represent both the breadth of services provided (Fig. 3) and the types of victimization experienced by users (Fig. 4). In 2022, OCVS will continue promoting integration of the Finder into other relevant websites and working to increase awareness and utilization of this resource through targeted outreach and promotion.

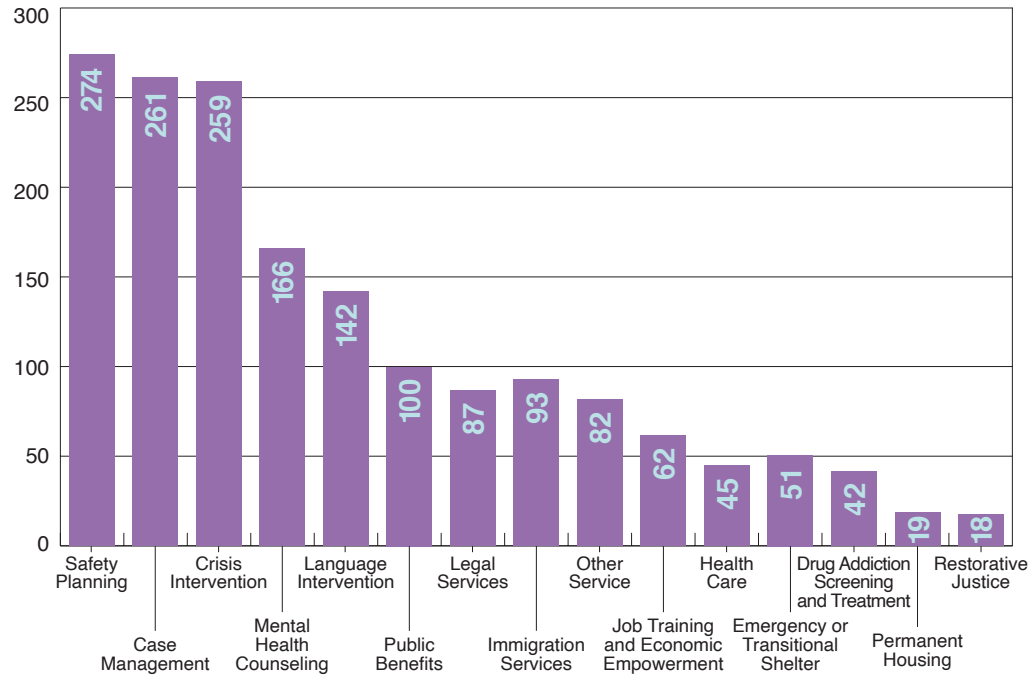


SECTION 2

Program Highlights 2021

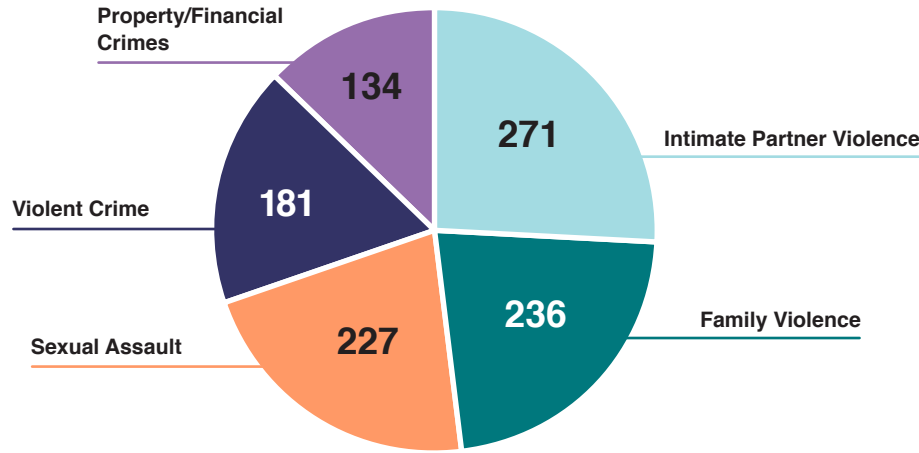
SERVICES OFFERED BY TYPE AT ALL SERVICE LOCATIONS

Figure 3:
2021 data on services
offered across all 361
locations in the Finder.



QUERIES BY CATEGORY

Figure 4:
2021 data on victimization
by category based on
user queries.



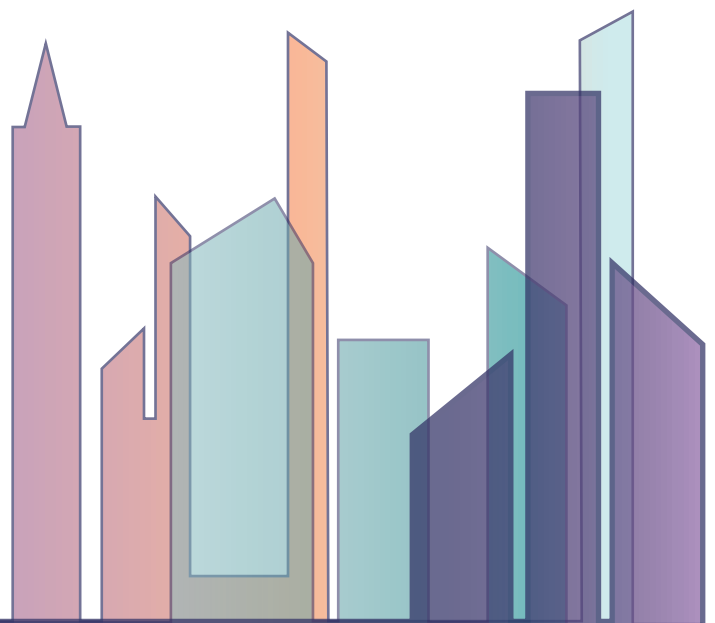
SECTION 2

Program Highlights 2021

Meeting the Needs of Gun Violence Survivors

Individuals and families in New York City who are impacted by violence as victims, witnesses, or impacted family members often have immediate safety and security needs that require immediate, alternate housing, especially if the crime involves gangs or gun violence. These needs have grown as rates of homicide, shootings, and aggravated assault rose dramatically in May 2020 and remained at elevated rates for June, July, and August of 2020.⁶ The upward trend continued into 2021, with New York State declaring a Gun Violence Emergency in July 2021 that continues to be in effect.⁷ In New York City, shootings increased by 97% in 2020 and we are up another 64% year to date. We have more than double the number of shootings of 2017-2019 and more shootings than at any point since January-June of 2002. This drastic increase in gun violence coincides with the ongoing economic and social instability created by the COVID-19 pandemic. As a result, the City is not only seeing a rapid increase in the number of individuals impacted by violent crime, but also seeing growth in the gravity and scope of their needs.

In order to better meet the needs of gun violence survivors, OCVS has worked with MOCJ's Office of Neighborhood Safety (ONS) and their Crisis Management System (CMS) providers to help identify and connect families impacted by gun violence with supports. This has included working to find safe emergency housing for those impacted, advocating with key city agencies, referring individuals and families to OCVS' existing programs, and providing technical assistance and support to CMS program staff helping survivors navigate existing city systems. In December 2021, OCVS also engaged with OPGV's Gun Violence Survivors Advisory Council to hear directly from impacted individuals. Continuing these partnerships and working collaboratively to identify and address the needs of this underserved and all too often overlooked population will be a key priority for the office throughout 2022.



⁶ <https://covid19.counciloncj.org/2020/09/26/impact-report-covid-19-and-crime/>

⁷ <https://www.nytimes.com/2021/07/06/nyregion/new-york-gun-violence-emergency.html>

SECTION 3

Looking Forward

OCVS will continue to think holistically and work collaboratively to develop and expand options for all crime victims as it moves into 2022 and beyond. In addition to the next steps identified for specific programs and partnerships above, the office will focus on three key areas of growth: developing emergency housing options for survivors of violent crime; expanding and upstreaming services for sexual violence and human trafficking; and enhancing community-based supports for victims of crime with a focus on underserved populations including LGBTQ+ people, young people, seniors, people with disabilities, and people with limited English proficiency. The office will explore formal mechanisms for community and stakeholder engagement and feedback to inform this work and ensure that programs and practices are ultimately accountable to the individuals, families, and communities they serve.

Expanding Survivor Housing Options

New York City continues to face challenges when it comes to developing and preserving permanent, affordable housing.⁸ For crime victims, housing needs are often twofold — not only do they need long term housing solutions, they also need access to safe emergency housing in the short term. Such temporary housing is critical in the hours and days after experiences of violence as it can help reduce additional trauma while stabilizing individuals and families. OCVS is committed to developing and expanding short term housing options that can be accessed immediately, particularly for those survivors who do not have adequate options in the current system, including survivors of violent crime, families of homicide victims, survivors of trafficking and sexual violence, and domestic violence survivors.

Comprehensive Supports for Sexual Violence

Sexual violence continues to be an issue for far too many New Yorkers, especially women, girls, transgender, gender-nonconforming, queer, and non-binary people. Reports of rape and other sex crimes, which are often under-reported, increased 7.5% and 30.5%, respectively, over a 12-month period ending December 12, 2021 according to NYPD's citywide crime statistics.⁹ While the City does invest in rape crisis programs at hospitals across all five boroughs, additional supports are needed to address the spectrum of sexual violence, which includes sexual harassment, street harassment, sexual assault, sex trafficking, non-consensual distribution of intimate images, and any other non-consensual, forced, or drug- or alcohol-facilitated sexual action. Importantly, resources need to be dedicated to preventing sexual violence as well as enhancing supports for all survivors. OCVS envisions developing a comprehensive set of supports and resources to address sexual violence by establishing new programs for survivors while also upstreaming the problem to address root causes through education and interventions that disrupt the systems of patriarchy that perpetuate sexual violence.



⁸ <https://www1.nyc.gov/site/housing/problem/problem.page>

⁹ <https://www1.nyc.gov/site/nypd/stats/crime-statistics/citywide-crime-stats.page>; Rape statistics based on charges included in the FBI's unified crime reporting program.

Stay Connected. For updates on our criminal justice initiatives follow us on Twitter at **@CrimJusticeNYC** and visit [nyc.gov/criminaljustice.](https://nyc.gov/criminaljustice)