



To: Victim Services Stakeholders and Providers

August 2019

The Governor's Office of Emergency Services (Cal OES) and the California Victim Compensation Board (CalVCB) have developed a Strategic Plan for Victim Services in California 2019-2021.

The Strategic Plan reflects our shared commitment to raising awareness and improving delivery of crime victims' services across the State of California. The plan was developed over the past fifteen months with extensive collaboration between our agencies.

Over the next three years, our two agencies will continue to collaborate with one another and with our stakeholders as we implement the plan.

Thank you for your continued commitment to serving crime victims in California.

Sincerely,

MARK S. GHILARDUCCI, Director
Cal OES

JULIE NAUMAN, Executive Officer
CalVCB



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



STRATEGIC PLAN FOR VICTIM SERVICES IN CALIFORNIA

2019 – 2021

INTRODUCTION

This plan is the result of extensive collaboration between the California Governor's Office of Emergency Services (Cal OES) and the California Victim Compensation Board (CaIVCB) that reflects a shared commitment to improving victim services in the State of California.

VISION

A California where all people impacted by crime have access to the resources they need to recover and heal.

MISSION

The State of California helps people impacted by crime receive the resources they need through a coordinated and effective service delivery system.



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STRATEGIC PLAN

GOALS, OBJECTIVES & STRATEGIES

GOAL I

VICTIMS OF CRIME AND THEIR FAMILIES ARE AWARE OF THE RESOURCES AVAILABLE

Many Californians impacted by crime are unaware of where to turn for help.

The State's goal is to raise awareness within communities about the availability of services and financial assistance, the nature of those services, and how to access them.

Establish comprehensive, centralized platforms of information about victim services and financial assistance

- Develop and maintain an online portal to serve as the main information source for all victim services and financial assistance
- Coordinate existing statewide telephone/chat/text hotlines and websites for victim services

Conduct a broad, coordinated campaign to build awareness of the services available to victims and their families

- Create a unified brand and messaging about available services and resources
- Develop needed collateral materials
- Work with state and local partners to identify and utilize networks for dissemination
- Secure funding and resources
- Measure awareness-building efforts



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GOAL II

VICTIMS AND THEIR FAMILIES CAN ACCESS SERVICES EASILY

Once someone impacted by crime is aware of available services, s/he can still face barriers to access, including those that are geographic, linguistic, and cultural. The State's goal is to ensure that Californians impacted by crime can access services and feel comfortable asking for help.

Identify gaps between service coverage and need

- Organize a county-by-county analysis of service networks, services, and access points
- Conduct a gap analysis to determine where efforts are most needed

Increase provider network and access points to bridge identified gaps

- Build partnerships with service providers
- Encourage coordination among service providers

Leverage technology to increase ease of access

- Establish an online victim compensation claim application system that expedites eligibility determination and claims payment processing
- Encourage providers to expand tele-services for victims and their families

Ensure services are available and accessible to diverse cultures and population groups

- Encourage providers to offer services in languages most commonly spoken in their service area
- Support services that are sensitive to vulnerable and hard to reach populations
- Increase transportation options available to victims and their families



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GOAL III

VICTIMS AND THEIR FAMILIES RECEIVE TRAUMA-INFORMED, VICTIM-CENTERED SERVICES

When Californians impacted by crime seek services, it is essential that those services are responsive to the individuals' needs. The State's goal is to ensure that victim services are trauma-informed and victim-centered: the individual's wishes, safety, and well-being take priority in all service interactions.

Assess the service experience of those who have utilized victim services

- Develop and implement tools to evaluate services provided to victims
- Analyze data and share it with victim services providers
- Encourage providers to implement changes based on data analysis

Encourage innovative approaches to victim services

- Support existing innovative victim services statewide
- Pilot innovative victim services approaches



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GOAL IV

SERVICES FOR VICTIMS AND THEIR FAMILIES ARE DELIVERED IN A COORDINATED, EFFECTIVE, AND EFFICIENT MANNER

The State's goal is to administer resources for victims and their families effectively and efficiently, through a coordinated effort.

Ensure ongoing collaboration between Cal OES and CalVCB

- Utilize flexibility of state and federal rules to maximize benefits to victims
- Establish coordinated procedures for responding to mass violence events
- Cross-train staff to ensure comprehensive knowledge of victim assistance and compensation
- Where appropriate and allowable, include CalVCB representatives on Cal OES standing committees, and include Cal OES representatives on CalVCB standing committees

Utilize a multi-agency, state-level coordinated approach to leverage existing victim resources, services and assistance

- Establish a victim services state agency coordination council, co-chaired by Cal OES and CalVCB, that includes all state entities administering victim services programs and funding
- Continuously assess and improve upon the State's delivery of services



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GOAL IV (CONTINUED)

Reduce the administrative burden on providers

- Identify opportunities for streamlining victim assistance and compensation processes
- Work with other states, advocacy groups, and federal entities to reduce administrative burdens at the federal level
- Explore consolidating the number of grants managed by sub-recipients

Improve communication and collaboration with stakeholders

- Create meaningful opportunities for stakeholders to exchange information about common barriers and solutions
- Engage federal entities regarding California victim services, programs, and needs
- Enhance training and technical assistance regarding grants management and specific requirements of the victim compensation program