

CALIFORNIA VICTIM COMPENSATION BOARD

# ANNUAL REPORT 2023-24

***CalVCB Can Help You Rebuild***





# MISSION, VISION, VALUES

## OUR MISSION

CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.

## OUR VISION

CalVCB helps victims of crime restore their lives.

## OUR VALUES

**INTEGRITY** We are honest and ethical.

**RESPECT** We treat everyone with courtesy and decency.

**COMPASSION** We care about victims and their well-being.

**DEDICATION** We serve with devotion and professionalism.

**COLLABORATION** We create an atmosphere of teamwork.

**INNOVATION** We find creative ways to solve problems and provide support.

At CalVCB, we are committed to fostering a culture of Diversity, Equity, Inclusion, and Accessibility (DEIA) in every aspect of our operations. We recognize that our strength lies in the unique perspectives, backgrounds, and experiences of our team members, stakeholders, and partners. Our dedication to DEIA is a fundamental value that guides our decision-making and shapes our organizational identity.

## STRATEGIC FRAMEWORK 2025-2028

As CalVCB closes out the last strategic plan, we are pleased to share that the efforts initiated through the prior strategic planning cycle have proven successful. Many of the completed initiatives associated with the identified goals of promoting access to CalVCB services, improving the CalVCB experience, and engaging staff to better serve victims have resulted in significant progress throughout the organization.

The hard work has led to an increase in applications and compensation, greater awareness from outreach and education, better technology to help victims navigate the process, and clearer communication with those we serve.

In 2024, efforts are again underway to lay the foundation for important work that will be accomplished over the next four years. With the engagement of stakeholders in the medical, mental health, and victim advocate communities as well as CalVCB staff, CalVCB will refine goals and promote improvements that will lead to continued growth within the department and improved access and services for victims.

“CalVCB is committed to helping those affected by violent crime rebuild their lives,” said Executive Officer Lynda Gledhill. “We know that when we come to work, we are making a difference. Our next strategic plan will guide us as we continue to grow and improve as an organization dedicated to serving victims of crime.”



# CONTENTS

## INTRODUCTION

- 1 Message from the Executive Officer
- 2 Board Members
- 3 Executive Staff
- 5 Overview
- 7 Victim Compensation Statistics

## HELPING VICTIMS RECOVER AND REBUILD

- 9 Expanding Reach & Assisting Victims
- 13 Supporting Our Partners

## ABOUT US

- 15 Engaging Employees



## MESSAGE FROM THE EXECUTIVE OFFICER

*CalVCB plays a crucial role in lessening the impact of crime on victims' lives by helping them rebuild and recover. This past year, we dedicated ourselves to raising awareness about our vital services so we could empower more victims and their families to receive the support they need in the aftermath of violent crime.*



Our focus and commitment to reaching more people in California during Fiscal Year 2023-24, as laid out in this report, was remarkable and underscores my commitment to supporting all victims across the state. I am proud to report that for the first time in years, we witnessed an increase in applications from victims seeking assistance. CalVCB processed 40,560 applications and disbursed \$47.3 million in compensation—numbers that had not been seen since before the pandemic began.

CalVCB worked hard to broaden its reach to underserved communities across California. Our new multimedia awareness campaign and increased outreach efforts made a significant impact this year. We hosted the first Northern California Regional Conference since the pandemic, where many stakeholders came together to collaborate and gain insights into supporting victims of crime. I also had the privilege of visiting numerous support centers throughout California, connecting with victims and those who assist them. In October, I went to the Monterey Park Hope Resiliency Center, and witnessed firsthand the positive difference community can make in the aftermath of mass violence. Meeting survivors and frontline supporters was truly inspiring, and I am grateful for the opportunity to share the valuable resources provided by CalVCB so more people can apply for compensation.

Throughout this year, we also made concerted efforts to improve our efficiency and enhance our programs. We have made improvements to our processes that will allow us to pay bills faster. We also approved changes to the mental health session limits, nearly doubling what was previously allowed. Now it is easier for mental health providers to offer victims of crime the treatment they need without having to wait for additional approval.

Further, this year we were proud to administer the two-year Forced or Involuntary Sterilization Compensation Program. Our team worked diligently to reach survivors and ensure those who qualified received the payment they were so justly due.

Crime can cast a dark shadow, but our dedicated staff knows that healing and rebuilding are possible. As we work to shape a new Strategic Plan for CalVCB's future, rest assured that victims will always be at the forefront of what we do. We will continue to grow, enhance our processes, and serve more Californians, unwavering in our commitment to those who need us.

*Lynda Gledhill*

Lynda Gledhill, Executive Officer



## BOARD MEMBERS



### **Amy Tong** | *Secretary of the Government Operations Agency*

In March 2022, Amy Tong was appointed Secretary of Government Operations by Governor Gavin Newsom. She was named to the position after having previously served as the state's Chief Information Officer and California Department of Technology Director, and the Director of the California Office of Digital Innovation.



### **Malia M. Cohen** | *California State Controller*

Malia M. Cohen was elected in November 2022, following her service on the California State Board of Equalization (BOE), the nation's only elected tax commission responsible for administering California's \$100 billion property tax system. She was elected to the BOE in November 2018 and was Chair in 2019 and 2022.



### **Diana Becton** | *Contra Costa County District Attorney*

Diana Becton, who was appointed to the Board by Governor Newsom in January 2021, was sworn in as the 25th District Attorney for Contra Costa County in 2017. Following her appointment from the Board of Supervisors, she was elected to the position in June 2018 and reelected in 2022. Becton served for 22 years as a judge in Contra Costa County. She is the past president of the National Association of Women Judges, the nation's leading voice for women in the judiciary, and past chair of the State Bar Council on Access and Fairness.



## EXECUTIVE STAFF

### **Lynda Gledhill** | *Executive Officer*

Lynda Gledhill has served as Executive Officer of CalVCB since December 2019. In that time, she has led a transformation of the organization that included hiring a new executive team, reorganizing staff, and implementing measures to improve efficiency. Previously, Gledhill served for seven years as the Deputy Secretary of Communications at the Government Operations Agency, where she worked on projects to modernize the California Department of Motor Vehicles, establish the California Department of Tax and Fee Administration, and make all state government websites accessible. She also held executive level communications positions in the California Attorney General's Office and the California State Senate, after starting her career as a journalist.

### **Natalie Mack** | *Chief Deputy Executive Officer*

Natalie Mack joined CalVCB as Deputy Executive Officer of the Victim Compensation Program in May 2020 and became Chief Deputy Executive Officer in July 2021. Before coming to CalVCB, Mack spent eight years at the Employment Development Department. Mack began her state service in November 2001. She has held positions with the State Controller's Office, Department of Corrections and Rehabilitation, Department of Health Care Services, Department of Social Services, and Department of Justice.

### **Leo Anguiano** | *Chief Information Officer*

Leo Anguiano joined the California Victim Compensation Board as Chief Information Officer in July 2024. He comes to CalVCB from the Department of Child Support Services (DCSS) where he managed the Applications Development & Testing Branch. Prior to DCSS, he led the development of specialized platforms at the California Natural Resources Agency (Department of Water Resources). Anguiano is also a graduate from both the IT Leadership Academy (ITLA Cohort27) and Leadership for Government Executive (LGE Cohort24).

### **Katie Cardenas** | *Deputy Executive Officer, External Affairs and Compliance Division*

Katie Cardenas joined the California Victim Compensation Board in June 2023 as the Deputy Executive Officer of External Affairs. Prior to coming to CalVCB, Cardenas spent 10 years at the California State Auditor's Office, where she held positions in the administrative division, and as both senior auditor and auditor evaluator.



## EXECUTIVE STAFF

### **Kim Gauthier** | *Chief Counsel*

Kim Gauthier became Chief Counsel at CalVCB in June 2020. She previously served as Special Counsel/ Assistant Chief Counsel for the Secretary of State, where she also held the position of Deputy Secretary of State for Operations during her 10 years with that office. Gauthier served as Chief Counsel at First 5 California, Senior Corporations Counsel for the Department of Corporations, and Staff Counsel at the Department of Health Services.

### **Shawn Ramirez** | *Deputy Executive Officer, Administration Division*

Shawn Ramirez became the Deputy Executive Officer of the Administration Division in May 2023. Ramirez has most recently served as the Assistant Chief of Human Resources and the Departmental Labor Relations Officer for the Department of Motor Vehicles. She has held roles with the California Correctional Health Care Services, California Department of Human Resources, Franchise Tax Board, Department of Developmental Services, Department of Fish and Wildlife, Department of State Hospitals, and California Public Employees' Retirement System.

### **Jennifer Rocco** | *Deputy Executive Officer, Victim Compensation Division*

Jennifer Rocco joined the California Victim Compensation Board as Deputy Executive Officer of the Victim Compensation Division in July 2024. Prior to coming to CalVCB, Rocco spent 3.5 years at the Civil Rights Department (CRD), where she served as the Assistant Deputy Director of Employment. Rocco also served as the Assistant Division Chief of the Employer Account Management Division at California Public Employees' Retirement System and worked in several leadership and analytical roles for the State Controller's Office.

## OVERVIEW

*CalVCB has provided compensation and support to victims of violent crime since 1965. As the nation's first compensation program, CalVCB continues to lead the way in innovation and assistance to those who need it most.*

CalVCB knows the needs of victims come first. During Fiscal Year 2023-24, CalVCB made significant progress raising awareness and enhancing services for victims of crime.

CalVCB is proud to share that this year, for the first time since the pandemic, applications have increased. The focus and hard work of dedicated staff has truly made an impact in the lives of those looking to rebuild and recover from the aftermath of crime.

The 40,560 applications received in 2023-24 was the highest number of applications since the start of the pandemic and resulted in \$47.3 million in compensation to victims. This is an increase of 1,557 applications from the prior year with approximately \$600,000 more paid in compensation.

CalVCB reimburses up to \$70,000 to eligible victims for financial losses related to unexpected expenses not covered by insurance or other sources. These expenses can include medical and mental health treatment, income loss, funeral or burial costs, and more.

A key focus for CalVCB in Fiscal Year 2023-24 was enhancing processes and eliminating barriers for victims to apply for and receive compensation. CalVCB also regularly reviews regulations and guidelines to ensure continued and consistent compliance. The resulting updates are designed to improve access to services, efficiency, and the highest level of customer service.

The new Victim Pass Through (VPT) system, which processes payments from offenders to victims or their designated payees, went live in summer 2023 and upgraded an outdated restitution tracking database. This web-based system streamlines

payment tracking and processing, resulting in significant efficiencies for CalVCB. Additionally, other IT enhancements improved claims processing and information security.

In April, CalVCB launched a three-year multimedia campaign: *CalVCB Can Help You Rebuild*. This campaign aims to raise awareness about CalVCB's services to victims of violent crimes, particularly in underserved and hard-to-reach communities in California. Early reports indicate that this marketing campaign is already having high engagement rates, especially in smaller counties across California.



Through a competitive grant process, CalVCB funded 22 Trauma Recovery Centers (TRC) statewide during Fiscal Year 2023-24, as well as five satellite offices to assist rural and underserved communities. TRCs provide trauma-informed mental health treatment



## OVERVIEW

to crime victims who may not be eligible for CalVCB services or need immediate care.

Under California law, individuals who were erroneously convicted of a felony and incarcerated in a state prison may seek compensation through CalVCB. If a court finds them factually innocent, claim approval is mandatory. In Fiscal Year 2023-24, CalVCB saw a significant increase in these claims as compared to the previous fiscal year with a 122% increase in claims and \$10.3 million in approved payments.

In 2021, California passed legislation to compensate the survivors of state-sponsored forced or involuntary sterilization, acknowledging the harm done to individuals and communities. CalVCB was charged with administering the Forced or Involuntary Sterilization Compensation Program and worked diligently to compensate every eligible applicant. CalVCB accepted applications through December 31, 2023, and we are proud of the dedicated effort to provide \$4.1 million in compensation to 118 survivors.

CalVCB also provides assistance after mass violence events. In August 2023, CalVCB connected with county partners to help in the aftermath of the Trabuco Canyon shooting. We continue to engage in ongoing support for victims of mass violence events from previous years.

CalVCB values the relationships we have established with stakeholders, victim advocates, community-based organizations, and victims themselves. This collaboration offers best practices to serve victims of violent crime. CalVCB hosted or attended nearly 80 events this past fiscal year, many virtually, to reach victims in need of support and services.

The CalVCB team works creatively and diligently to help victims across California. We are dedicated to ensuring employees have the knowledge and tools to grow, collaborate, and are successful in our mission to help victims recover. This fiscal year, we continued to make improvements in employee engagement, ensuring an inclusive workplace, staff training and development, and expanding recruitment efforts. We are proud to support the dedicated staff who put victims first.

## FISCAL YEAR 2023-24 STATISTICS

For the period July 1, 2023 – June 30, 2024

### VICTIM COMPENSATION STATISTICS

#### APPLICATION DATA

**Applications Received** **40,560**

**Applications Processed** **40,847**

*Allowed* 31,214

*Denied* 9,326

*Duplicate* 307

#### PAYMENTS BY CATEGORY

Crime Scene Cleanup \$38,361

Dental \$1,125,082

Funeral and Burial \$17,522,405

Home Modification \$98,928

Income Support Loss \$8,390,849

Medical \$5,348,015

Mental Health \$9,492,843

Relocation \$4,474,001

Residential Security \$652,848

Vehicle Purchase or Modification \$223,296

**Total** **\$47,366,628**

#### PAYMENTS BY CRIME CATEGORY

Arson \$28,726

Assault \$13,791,966

Child Abuse \$3,025,582

DWI/DUI \$1,468,251

Homicide \$17,857,226

Kidnapping/ \$4,528,983

Human Trafficking

Unspecified \$37,691

Other \$1,355,267

Other Vehicle \$1,779,807

Robbery \$1,470,797

Sexual Assault \$1,867,601

Stalking \$153,051

Terrorism \$1,680

**Total** **\$47,366,628**

#### APPLICATIONS RECEIVED BY RACE/ETHNICITY

American Indian/Native American 359

Asian 1,160

Black/African American 6,722

Hispanic or Latino 16,029

Multiple Races 1,706

Native Hawaiian and Other Pacific Islander 215

Not Reported 7,369

Not Yet Determined 230

Some Other Race 417

White Non-Latino/Caucasian 6,353

**Total** **40,560**



FORCED OR INVOLUNTARY STERILIZATION PROGRAM STATISTICS	
Applications Received	574
Applications Approved	118
Compensation Paid	\$4,130,000

ERRONEOUS CONVICTION CLAIM STATISTICS	
Claims Processed	65
Claims Approved	12
Compensation Paid	\$10.3 million

CalVCB's Fiscal Year 2023-24 Appropriation	\$201,700,000
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2023-24 CalVCB BUDGET	
Victim Compensation	\$155,040,000
Fiscal Services	\$15,560,000
Good Samaritan	\$20,000

FUNDING SOURCES	
General Fund	\$ 10,942,000
Restitution Fund*	\$108,735,000
<i>*Includes \$39,500,000 transfer from the General Fund to the Restitution Fund</i>	
Federal Trust Fund	\$36,003,000
Safe Neighborhood and Schools Fund	\$11,253,000
Forced or Involuntary Sterilization Compensation Account	\$3,687,000

## EXPANDING REACH & ASSISTING VICTIMS

*CalVCB recognizes the best way to assist victims is by seeking feedback from our partners and leveraging our organizational knowledge as a leader in our field to improve our outreach and processes.*

### **Excellence in Services and Processes**

CalVCB's mission and goals reflect our commitment to helping victims rebuild their lives. We aim to eliminate as many barriers as possible so victims can focus on recovering from crimes.

#### *Application Processing Improvements*

CalVCB saw an increase in the number of applicants this fiscal year, which led to an increase in the number of applications and bills processed by CalVCB staff at headquarters and by our county partners. Our continued commitment to evaluating and adapting allow for process improvements that result in better service to victims while also increasing efficiency and ensuring compliance.

As a result of these efforts, CalVCB's average application processing time was 64 days this past fiscal year. In some cases, applicants who had not provided all required documentation on time were denied compensation, which is the main reason why CalVCB's denial rate for applications increased. CalVCB has ensured these denied applicants were provided the information they needed to appeal the decision and provide the required documentation.

Overall, changes like the ones implemented this fiscal year result in a more sustainable and reliable victim compensation program, allowing CalVCB to better assist victims.

#### *Regulation and Guideline Updates*

CalVCB collaborates with stakeholders and providers to find solutions to barriers faced by victims. In response to feedback, CalVCB reviewed and updated regulations and guidelines to better support victims.



In January 2024, the Board approved proposed amendments to certain regulations to provide clarity to the public and enable the Board to decide these claims in a more uniform and efficient manner. After soliciting public comment on the regulations and making updates based on the public's feedback, CalVCB received final approval. The new regulations went into effect July 1, 2024.

In May 2024, the Board also approved mental health treatment session limit changes that help victims and those committed to treating them. The increase to session limits allows victims to have greater access to services without waiting for approval of additional mental health treatment. CalVCB also added Certified Child Life Specialists to the list of approved provider types in response to changes in state law.



## EXPANDING REACH & ASSISTING VICTIMS



### Technological Improvements

Upgrades to an antiquated system for tracking restitution went live in summer 2023. The Victim Pass Through (VPT) system processes payments made by offenders to victims or their designated payees. The upgraded web-based system streamlines the work, making it easier to quickly track and process payments.

Other IT changes resulted in additional organizational efficiencies. Upgrades to CalVCB's claims management and online application systems helped streamline claims processing. New enhancements were also added that improved the organization's ability to track appeals and respond to requests for records.

CalVCB also took significant steps to improve information security this fiscal year. The Information Technology Division implemented new security policies, tested and educated employees on security risks, and upgraded outdated hardware that posed a security risk. The IT division also made several updates to the CalVCB's claims management system that improved information security.

*The Victim Pass Through team received the Executive Officer team award for their cross-divisional collaboration on updating an antiquated system.*

### Launching an Awareness Campaign

During Fiscal Year 2023-24, CalVCB began a three-year media campaign. This campaign aims to increase awareness especially among California's economically disadvantaged and underserved communities.

In April 2024, CalVCB launched the awareness campaign: *CalVCB Can Help You Rebuild*. The campaign includes social media and website marketing, Spotify ads, and a [media toolkit sent to reporters statewide](#). All the digital advertisements are in both English and Spanish.

As a result of these efforts, CalVCB experienced an increase in applications in May and June 2024, which is one of the key metrics that will be used to determine the success of the campaign. There was also an increase in website traffic and social media engagement.

## EXPANDING REACH & ASSISTING VICTIMS

### Funding Trauma Recovery Centers

CalVCB funded 22 Trauma Recovery Centers (TRC) statewide during Fiscal Year 2023-24, as well as five satellite offices created to assist rural and underserved communities. TRCs provide trauma-informed mental health treatment to crime victims who may not be eligible for CalVCB services. During this fiscal year, TRCs served an average of 167 victims per month.



*The CalVCB funded North Bay Trauma Recovery Center opened November 1, 2023. It has expanded access to services for crime victims in Napa and Sonoma Counties.*

CalVCB received a high number of applications from organizations interested in becoming a TRC. Nineteen organizations requested \$35.7 million in funding. However, only \$12.5 million in funding was available to award to nine qualified grantees. Limited funding will continue to be a challenge for this program, but we are proud of the work done by TRCs.

### Compensating Those Erroneously Convicted of a Crime

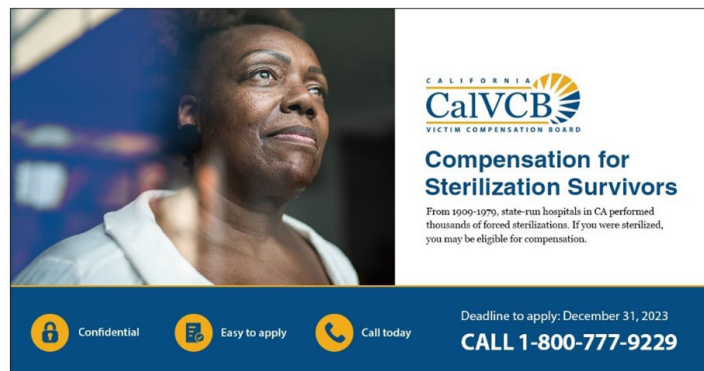
Under California law, a person erroneously convicted of a felony and incarcerated in a California state prison may file a claim with CalVCB. To prevail, claimants typically must prove by a preponderance of evidence that they did not commit the offense for which they were convicted and imprisoned.

Compensation for approved claims is calculated at the statutory rate of \$140 per day of incarceration.

During Fiscal Year 2023-24, CalVCB experienced a significant increase in claims received and processed. CalVCB received 89 claims, and 12 claims were approved by the Board totaling \$10.3 million. This represents an increase of 122% for received claims and a 33% increase for approved claims from the previous fiscal year.

### Administering Compensation for Victims of State-Sponsored Forced Sterilization

In 2021, California passed legislation to compensate the survivors of state-sponsored forced or involuntary sterilization, acknowledging the harm done to survivors. CalVCB was charged with administering the Forced or Involuntary Sterilization Compensation Program and worked to compensate every eligible applicant.



CalVCB partnered with stakeholders and other agencies to identify potential survivors and share information about the program including in state prisons, public libraries, assisted living facilities, and regional centers across California. CalVCB also placed ads on radio and television in key markets and paid for social media and website advertisements to reach survivors or people who may know them throughout the state.

EXPANDING REACH & ASSISTING VICTIMS

Through our efforts, CalVCB eventually received 573 applications for compensation. We approved compensation for 118 survivors. Survivors received a total of \$35,000 each and CalVCB has paid more than \$4.1 million in compensation. CalVCB is proud of the work we have done in administering this program. We were diligent in our efforts to reach survivors and provide them with the compensation they are so justly due.

Assisting Victims of Mass Violence

CalVCB continued to support victims of mass violence events. In August 2023, CalVCB connected with county partners to offer assistance in the aftermath of the Trabuco Canyon shooting. We also continue to support victims of mass violence events from previous years by sharing information and connecting with communities.

In October 2023, CalVCB Executive Officer Gledhill traveled to Monterey Park with Secretary of

Government Operations Amy Tong to meet with Assemblymember Mike Fong. They talked to residents about the mass shooting that occurred in January 2023 and visited the Monterey Park Hope Resiliency Center. Executive Officer Gledhill listened to their stories, shared resources, and committed to helping the victims.



Secretary of Government Operations Amy Tong and Executive Officer Lynda Gledhill at the Monterey Park Hope Resiliency Center.

Victims and their families have seven years from the date of a mass shooting to apply and are encouraged to do so. CalVCB provides lifelong benefits that are available until all eligible funds are exhausted. CalVCB will continue to accept applications from victims of several mass violence shootings as noted below:

MASS VIOLENCE EVENT	VICTIMS CAN APPLY UNTIL
Route 91 Harvest Festival in Las Vegas	October 1, 2024
Borderline Bar and Grill in Thousand Oaks	November 7, 2025
Gilroy Garlic Festival	July 18, 2026
Downtown Sacramento	April 3, 2029
Monterey Park	January 21, 2030
Half Moon Bay	January 23, 2030
Trabuco Canyon	August 23, 2030



## SUPPORTING OUR PARTNERS



*CalVCB values the relationships we have established with stakeholders, victim advocates, community-based organizations, and victims themselves. CalVCB relies on these partnerships to find ways to best serve victims of violent crime.*

### Hosting the Northern California Regional Conference

CalVCB held a Northern California Regional Conference in October 2023, at the McGeorge School of Law. Approximately 100 advocates, stakeholders, and victim assistance leaders attended the one-day information session. This is the first regional conference that CalVCB has been able to host since the beginning of the pandemic.

CalVCB moderated panels on reaching underserved communities, human trafficking, federal funding, and statewide victim services. CalVCB also addressed questions and feedback about how claims are processed and how bills are paid. The conference was a true example of CalVCB's commitment to collaborating across the organization and with external partners to achieve a common goal of assisting victims.

*Executive Officer Lynda Gledhill and other members of the Victim Services State Agency Coordination Council serve as panelists during the CalVCB Northern California Regional Conference.*

### Leading the Victim Services State Agency Coordination Council

The Victim Services State Agency Coordination Council, established in January 2022 and led by Executive Officer Gledhill, collaborated on various victim outreach initiatives this year. The council convenes quarterly to enhance access to victim services by centralizing information and reducing obstacles to services. The council includes representation from more than a dozen departments and agencies that offer state-level crime victim services.

In Fiscal Year 2023-24, CalVCB created and shared [social media toolkits](#) for Domestic Violence Awareness Month, Human Trafficking Prevention Month, and National Crime Victims' Rights Week. These toolkits make it easier for all state agencies on the council to share victim assistance resources. Members of the council also coordinated various outreach events and shared the "[State Services for Victims](#)" flyer with the community so victims know about how state agencies can help them.

## SUPPORTING OUR PARTNERS

### Connecting with Stakeholders

CalVCB focused on strategies to improve stakeholder engagement during the past fiscal year. CalVCB continued to provide informational materials to our partners and share updates through our external newsletter that is sent to more than 1,400 stakeholders. The executive team also prioritized connecting directly with leaders in the victim services community.



*This short video provides an overview of CalVCB's services.*

<https://www.youtube.com/watch?v=K6yBSzE1WhM>

Executive Officer Gledhill engaged in one-on-one outreach meetings with executive directors from diverse stakeholder organizations. These meetings helped CalVCB explore ways to enhance collaboration with organizations supporting underserved victims of crime and raise awareness about CalVCB services.

Each year, CalVCB staff also generously donate to causes that benefit stakeholders and crime victims. In October 2023, staff donated more than 1,200 travel-sized toiletry items to PREVAIL, a domestic violence shelter in Stockton. In April 2024, CalVCB held its annual Denim Drive to support victims of sexual assault. Employees donated more than 170 pieces of new and gently used denim clothing to a Sacramento-based organization that supports victims of sexual exploitation.



### Conducting Outreach to Increase Awareness

In Fiscal Year 2023-24, CalVCB attended or hosted more than 80 events throughout the state to share information about our services. Many of the events CalVCB attended provided opportunities to connect with underserved communities and people in areas of the state where application numbers are relatively low compared to violent crime reporting.

In addition, the outreach team hosted monthly webinars covering topics including a victim compensation overview and how to file an application. Hundreds of partners attended our virtual events leading to a better understanding of how to help victims receive assistance.





## ENGAGING EMPLOYEES



*CalVCB staff participated in Denim Day on April 24, 2024. Denim Day is recognized during Sexual Assault Awareness Month.*

***The CalVCB team works diligently to help victims across California. Every team member contributes to the success of our organization whether they work with victims and the community directly or assist behind the scenes.***

### Improving Employee Engagement

This fiscal year the CalVCB executive team took significant steps to respond to feedback from employees and increase engagement. These changes included emphasizing that CalVCB is united to serve victims, families, advocates, providers, stakeholders, and each other. CalVCB celebrated accomplishments and internal communications highlighted the success of cross-divisional collaboration in fulfilling CalVCB's mission.

### Ensuring an Inclusive Workplace

CalVCB strives to create a diverse, equitable, inclusive, and accessible workplace where everyone feels welcome, respected, and valued. This year, CalVCB created a DEIA Corner to recognize and celebrate a variety of groups each month. CalVCB also joined partner state agencies in our building on a Disability Advisory Committee (DAC). This initiative underscores a commitment to fostering an inclusive and accessible environment for all employees and visitors, especially individuals with disabilities.

### Expanding Recruitment Efforts

CalVCB enhanced recruitment efforts by participating in both virtual and in-person job fairs beginning in September 2023. Over a nine-month period, CalVCB attended 11 employment events. As a result, high-quality candidates have filled much-needed positions, and the department's vacancy rate has dropped to nearly 8%, the lowest level in years.



*Our Human Resources team tabling at a job fair.*



## ENGAGING EMPLOYEES

Additionally, during these job events, the Human Resources team shares CalVCB victim compensation materials, allowing job seekers to learn more about the services provided to victims of violent crime and increasing outreach to potential applicants.

### Prioritizing Staff Development and Recognizing Excellence

CalVCB is committed to staff development and actively fosters growth through various training opportunities. CalVCB's Training Unit designs specialized internal courses and tools for CalVCB employees. This fiscal year the Training Unit completed the final phase of developing a new eLearning series that will help ensure consistency and efficiency of application and bill processors. CalVCB also provided many new leadership training sessions to the management team on topics like strategic thinking and goal setting.

Recognizing the contributions that each member of the CalVCB team makes to help victims is an important aspect of our work. Each quarter Executive Officer Gledhill gives an award to a team or employee and highlights their outstanding contributions during an all-staff meeting, as well as an annual award for excellence in the prior calendar year.

During Fiscal Year 2023-24, CalVCB recognized employees from multiple divisions for their contributions to victim services, their dedication to California, and their collaboration with others in the organization. Employees were recognized for their outstanding teamwork, identifying solutions and efficiencies, going above and beyond when helping victims, and cross-divisional collaboration. ■



*CalVCB staff participated in Purple Thursday, a national day of action to show support for domestic violence survivors and commitment to ending domestic violence.*



