

# Annual Report 2024-2025





# Mission, Vision & Values

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## 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.



# Strategic Framework 2025-2028



## Strategic Plan 2025-2028

In January 2025, CalVCB launched a new [Strategic Plan](#) to prioritize our goals through 2028 and build upon the successful efforts of the prior four years.

The updated 2025-2028 Strategic Plan gave us the opportunity to connect with external stakeholders and CalVCB employees to identify what the organization does well and what we can do to improve. From meetings with key stakeholders, to a survey sent to thousands of community organizations and providers statewide, we determined that our vision, mission, and values effectively reflect our commitment to providing crime victims restorative financial assistance. These conversations helped us create a roadmap to expanding our reach, improving processes and communication, and focusing on staff development within CalVCB.

Throughout the 2024-25 Annual Report, we will highlight how we are fulfilling our mission and working to achieve these goals.

### Goal I - Promote Access and Equity to CalVCB Services

#### OBJECTIVES

1. Increase applications from eligible victims.
2. Support stakeholder engagement.
3. Expand access in identified languages for materials and systems.

### Goal II - Enhance the CalVCB Experience

#### OBJECTIVES

1. Use technology to enhance service delivery.
2. Modernize technology to ensure the most efficient service delivery.
3. Use plain language to simplify communication.

### Goal III - Foster a Strong Workforce to Best Serve Victims

#### OBJECTIVES

1. Ensure appropriate staffing levels to meet statutory and service level expectations.
2. Promote professional development of staff and management.
3. Encourage a shared vision and strategy through teamwork.

# Message from the Executive Officer



*This year marks the 60<sup>th</sup> anniversary of CalVCB, and we're proud to recognize six decades of service helping victims rebuild and recover after a crime. In 1965, California led the nation as the first state to provide compensation to victims of violent crime. Since then, we've approved more than 1.7 million applications and issued more than \$2.7 billion in compensation. It's an achievement that speaks not only to our mission, but to the collective efforts of all advocates and partners who walk alongside victims every day.*

Building on this legacy, Fiscal Year 2024–25 marked a period of meaningful progress. Guided by our updated Strategic Plan, we focused on expanding access, improving operations, and strengthening our workforce.

This annual report highlights the key achievements accomplished this year, which not only improved interactions with victims but also streamlined many back-end processes. One of the most critical projects we completed was the enhancement and expansion of the online Advocate Portal. This system is linked with CalVCB Online and now provides advocates with tools and real-time access to status updates—empowering better support for victims while ensuring privacy.

To maximize the reach of our program, we started translating many of our most-used materials into 14 languages to better serve California's diverse communities. These documents were also updated with plain, clear language. We know that simplifying the way we communicate helps remove barriers for victims.

Outreach remained a top priority, and our statewide awareness campaign showed positive results in underserved areas across the state. Through social media, billboards,

and radio advertisements, more people are learning about CalVCB. I also had the privilege of fostering collaboration by personally engaging with numerous organizations across more than 70 executive-level meetings and events.

One moment that deeply resonated with me this year was meeting a victim of a drunk driving incident when I spoke at the Mothers Against Drunk Driving (MADD) Candlelight Vigil of Remembrance and Hope in West Sacramento. MADD worked with the victim's family to apply to CalVCB, so they could receive reimbursement for costs associated with modifying a vehicle for transportation needs. This was a testament to the collective goal of our program, working alongside advocates to help rebuild the lives of those impacted by violent crime.

As we look ahead, our dedicated team remains focused on improving how we serve victims of crime across California. I am proud of the strides we've made this year and confident the work we've done will strengthen our impact for years to come.

*Lynda Gledhill*

Lynda Gledhill, Executive Officer



# Board Members



## Nick Maduros

*Secretary of the Government Operations Agency and Board Chairperson*

Nick Maduros was appointed Secretary of Government Operations by Governor Gavin Newsom in March of 2025. He was named to the position after previously serving as Director of the California Department of Tax and Fee Administration. Maduros previously served in the Obama Administration as chief of staff of the U.S. Small Business Administration.



## Hon. Malia M. Cohen

*California State Controller*

Hon. Malia M. Cohen was elected California State Controller 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*

District Attorney Diana Becton was appointed to the Board by Governor Newsom in January 2021. She was sworn in as the 25th District Attorney for Contra Costa County in 2017 after previously serving on the Board of Supervisors. District Attorney Becton served for 22 years as a judge in Contra Costa County.

# 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 CalVCB as Chief Information Officer in July 2024. He comes to CalVCB from the Department of Child Support Services, where he managed the Applications Development & Testing Branch. He has also 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 the Government Executive (LGE Cohort24).

## Katie Cardenas

*Deputy Executive Officer, External Affairs and Compliance Division*

Katie Cardenas joined CalVCB in June 2023 as the Deputy Executive Officer of External Affairs and Compliance. 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.



## **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 CalVCB as Deputy Executive Officer of the Victim Compensation Division in July 2024. Prior to coming to CalVCB, Rocco served as the Assistant Deputy Director of Employment at the Civil Rights Department. 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 is proud of the continued work we've done helping victims. This report will review our accomplishments, which are directly linked to our updated 2025-2028 Strategic Plan.*



### Compensation at a Glance

**34,892 Applications Received**

**\$44.9 Million Compensation Paid**

**\$15.4 Million Largest Compensation Category - Funeral and Burial**

### Promote Access and Equity to CalVCB Services



**Advocate Portal Enhancements**

- 867 Active Users
- Expanded Capabilities
- Real-Time Updates

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**Executive Officer Outreach**

- 45 Stakeholder Meetings
- 23 Speaking Engagements and Events
- Frontline Collaboration with First Partner

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**Expanded Access and Reach**


- More Language Options
- Easier-to-Understand Content
- Targeted Outreach

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**CalVCB Awareness Campaign**

- Increased Visibility Online
- 91 Outreach Events
- Refreshed Campaign Images

### Enhance the CalVCB Experience



**Updated Appeals Process**

- New Guidance

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**Updated Regulations**

- Claims of Erroneously Convicted Persons

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**Improved Technology**

### Foster a Strong Workforce



**Increased Training Opportunities**

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**Staff Donation Drives**



# Other Ways CalVCB Assists

*As part of our important work, CalVCB also helps victims as outlined below.*

|   |  |
|---|--|
| <b>Trauma Recovery Centers</b><br><br>CalVCB funded <a href="#">Trauma Recovery Centers (TRCs)</a> statewide during Fiscal Year 2024-25, as well as 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. | <b>24 TRCs Funded</b>  |
|   | <b>5 Satellite Offices Funded</b>  |
|   | <b>More than 4,300 Victims Served</b>                                    |
| <b>Mass Violence Event Support</b><br><br>After a <a href="#">mass violence event</a> , CalVCB coordinates with local communities to assist with the response. Victims and their families have seven years from the date of a mass shooting to apply and are encouraged to do so.   | <b>7 Years After the Route 91 Harvest Festival Shooting in Las Vegas</b> |
|   | <b>Nearly 3,500 California Victims Received Assistance</b>               |
|   | <b>CalVCB Paid More Than \$6.4 Million in Compensation</b>               |
| <b>Erroneous Conviction Claims</b><br><br>CalVCB <a href="#">compensates those who are erroneously convicted</a> of a felony. Compensation for approved claims is calculated at the statutory rate of \$140 per day of wrongful incarceration.  | <b>78 Claims Processed</b>   |
|   | <b>13 Claims Approved</b>  |
|   | <b>\$10,667,720 Paid in Compensation</b>                                 |
| <b>California’s Forced or Involuntary Sterilization Compensation Program</b><br><br>CalVCB completed the administration of the Forced or Involuntary Sterilization Program in early 2025. More information is available in the <a href="#">final Annual Report to the Legislature</a> .   | <b>574 Applications Received</b>   |
|   | <b>133 Applications Approved</b>   |
|   | <b>\$4.65 Million Paid in Compensation</b>                               |

# Fiscal Year 2024-25 Statistics

| Application Data              |               |
|-------------------------------|---------------|
| <b>Applications Received</b>  | <b>34,892</b> |
| <b>Applications Processed</b> | <b>35,480</b> |
| <i>Allowed</i>                | <i>25,098</i> |
| <i>Denied</i>                 | <i>10,252</i> |
| <i>Duplicate</i>              | <i>130</i>    |

| Applications Received by Race/Ethnicity    |               |
|--|---------------|
| American Indian/Native American            | 378           |
| Asian                                      | 1,102         |
| Black/African American                     | 6,494         |
| Hispanic or Latino                         | 13,113        |
| Multiple Races                             | 1,499         |
| Native Hawaiian and Other Pacific Islander | 162           |
| Not Reported                               | 5,962         |
| Not Yet Determined                         | 148           |
| Some Other Race                            | 308           |
| White Non-Latino/Caucasian                 | 5,726         |
| <b>Total</b>                               | <b>34,892</b> |

| Application Denial Reasons  |       |
|---|-------|
| Preponderance of Evidence ( <i>Lack of Documentation/Unable to Determine Crime Occurred</i> ) | 6,437 |
| Not a Covered Crime   | 2,833 |
| Lack of Cooperation with the Board*   | 2,446 |
| Involvement in Events Leading to the Crime  | 2,381 |
| Lack of Cooperation with Law Enforcement  | 1,951 |
| Did Not Meet Residency Requirements   | 1,634 |
| Submitted Late  | 151   |

**Note:** Multiple denial reasons may be present in a single application.

*\*Lack of cooperation with the Board includes not providing information needed to process the application, providing false information, and not applying for other potentially available benefits.*

**Note:** The statistics on pages 9 and 10 include more than 650 applications referred to an outside entity for investigation.



| Payments by Category             |                     |
|----------------------------------|---------------------|
| Crime Scene Cleanup              | \$40,167            |
| Dental                           | \$1,054,141         |
| Funeral and Burial               | \$15,450,534        |
| Home Modification                | \$28,350            |
| Income Support Loss              | \$9,270,316         |
| Medical                          | \$4,375,929         |
| Mental Health                    | \$8,923,155         |
| Relocation                       | \$4,774,802         |
| Residential Security             | \$579,414           |
| Vehicle Purchase or Modification | \$412,691           |
| <b>Total</b>                     | <b>\$44,909,499</b> |

| Payments by Crime Category    |                     |
|-------------------------------|---------------------|
| Arson                         | \$33,296            |
| Assault                       | \$13,678,640        |
| Child Abuse                   | \$2,600,897         |
| DWI/DUI                       | \$1,170,435         |
| Homicide                      | \$15,952,666        |
| Kidnapping/ Human Trafficking | \$5,550,907         |
| Unspecified                   | \$34,460            |
| Other                         | \$1,222,937         |
| Other Vehicle                 | \$1,455,652         |
| Robbery                       | \$1,238,814         |
| Sexual Assault                | \$1,839,417         |
| Stalking                      | \$128,648           |
| Terrorism                     | \$2,730             |
| <b>Total</b>                  | <b>\$44,909,499</b> |

# Fiscal Year 2024-25 Budget & Funding



CalVCB's Fiscal Year 2024-25 Appropriation

\$172,653,000

| 2024-25 CalVCB Budget |               |
|-----------------------|---------------|
| Victim Compensation   | \$157,247,000 |
| Fiscal Services       | \$15,386,000  |
| Good Samaritan        | \$20,000      |
| Total                 | \$172,653,000 |

| Funding Sources  |               |
|--|---------------|
| General Fund   | \$17,271,000  |
| <i>*includes \$8,000,000 for PC 4900 payments</i>                                    |               |
| Restitution Fund   | \$107,905,000 |
| <i>*includes \$14,500,000 transfer from the General Fund to the Restitution Fund</i> |               |
| Federal Trust Fund   | \$36,027,000  |
| Safe Neighborhood and Schools Fund   | \$9,439,000   |
| Forced or Involuntary Sterilization Compensation Account                             | \$2,011,000   |
| Total  | \$172,653,000 |

# CalVCB's 2024-25 Accomplishments



Staff gathered on Wear Purple Day in October to observe Domestic Violence Awareness Month.

## Promote Access and Equity to CalVCB Services

### Advocate Portal Enhancements

In August 2024, CalVCB took steps to **promote access** and **enhance the CalVCB experience** by directing all advocates to utilize the online [Advocate Portal](#) to assist victims and ensure confidentiality.

The Advocate Portal is linked with CalVCB Online, which victims and advocates use to submit applications. Advocates using the portal can get real-time updates to access application status, documents submitted, the status of bills and payments, benefit limit balances, and correspondence from CalVCB. The portal includes information for applications submitted on or after January 2013, by paper, fax, or online.

To help advocates transition to the portal, CalVCB conducted a series of meetings, created multiple guides, including how-to videos, and held [two webinars](#) to gather feedback and answer questions. As a result of this outreach, CalVCB was able to **use technology to enhance service delivery**. Advocates can now quickly identify if a victim has an existing application or online CalVCB account, which eliminates extra steps. The portal also allows users to link multiple applications related to the same crime, which provides more streamlined victim assistance.

# CalVCB's 2024-25 Accomplishments

Initially, only those working in county Victim Witness Assistance Centers had access to the Advocate Portal. Early in 2025, CalVCB expanded that access to those working in community-based organizations and our government partners. Through June 30, 2025, CalVCB has 867 active Advocate Portal users.

## Executive Officer Outreach

CalVCB Executive Officer Lynda Gledhill made strategic efforts throughout the year to strengthen connections with a broad range of stakeholders and community organizations, raising awareness of CalVCB and the resources for crime victims. She led more than 40 executive-level meetings with organizations serving underserved victims of crime, including medical and mental health providers, community advocates for survivors of sexual assault, domestic violence, and human trafficking, as well as law enforcement agencies. These engagements advanced CalVCB's goal to **promote equitable access to services** and foster ongoing collaboration.

Gledhill also represented CalVCB at numerous national, state, and local events. Notably, she organized a panel of western state victim compensation program leaders who presented at the National Indian Nations Conference to share resources and empower healing across tribal communities. She also presented at the National Association of Crime Victim Compensation Boards' 2024-25 Annual Conference, highlighting the importance of using plain language to enhance service accessibility.

Additionally, Gledhill served as a key member of the California First Partner's Working Group on Support for Survivors of Sexual Assault. The group released a [comprehensive report](#) offering recommendations for improving support systems across policymakers, healthcare, law enforcement, and the judicial system.



Executive leaders from California, Arizona, New Mexico, and Washington shared compensation program resources at the National Indian Nations Conference.



Executive Officer Gledhill with the First Partner and CalVCB staff at the April press release event for the Working Group on Support for Survivors of Sexual Assault report.



She was also a panelist at the well attended California for All Women Virtual Resource Webinar, focused on gender equity initiatives at the state level, and spoke about the prevalence of gender-based violence, support for survivors, and resources available to those statewide.

Through this work, Gledhill reinforced CalVCB's commitment to **expanding access, fostering trust, and supporting victims** across California.

### **Expanded Access and Reach**

CalVCB remains committed to expanding access to victims and increasing our reach. In Fiscal Year 2024-25, we identified an opportunity for growth to **provide additional language options, convert hard-to-understand documents into plain language, and use technology to enhance service delivery.**

To support the CalVCB Strategic Plan goal of **promoting access and equity**, the CalVCB team identified publications, documents, and forms that could be offered in languages other than English and Spanish. CalVCB now offers "[Frequently Asked Questions](#)" in Armenian, Chinese (Simplified and Traditional), Hindi, Hmong, Khmer, Korean, Lao, Punjabi, Russian, Tagalog, Thai, and Vietnamese. The languages were chosen based on the most frequently spoken languages in California, with an aim of **increasing applications from eligible victims.**

Additionally, CalVCB now has dedicated website pages for victims translated into Spanish, including "[Who Is Eligible?](#)", "[What Is Covered?](#)", and "[How to Get Compensated?](#)" CalVCB continues to offer a translation feature on the website; however, these dedicated pages have direct links, which make it easy to share directly with victims and our partners to **support stakeholder engagement.**

CalVCB strives to enhance the experience of those we serve and prioritized **using plain language to simplify communication.** Efforts were made to review frequently visited website pages and improve the reading comprehension to a grade-school level. By using shorter sentences and commonly used words, we were able to **enhance the CalVCB experience** for victims needing assistance.

Multiple divisions collaborated on a **shared vision and strategy** to improve forms, publications, and documents. Team members removed hard-to-understand words and phrases. One such publication, the [Compensation Benefit Reference Guide](#), went from six pages to two. The reading level, which was at grade 15, is now at a 6th grade level. This guide is distributed to victims, advocates, stakeholders, and community-based organizations. It serves as a quick guide to explain available benefits to claimants.

During Fiscal Year 2024-25, CalVCB also increased its outreach to hard-to-reach and underserved communities. In October during [Domestic Violence Awareness Month](#), in January during [Human Trafficking Prevention Month](#), and in April during [National Crime Victims' Rights Week](#). CalVCB created toolkits shared on our social media channels.



# CalVCB's 2024-25 Accomplishments



Social media toolkits were also distributed to our partners. These customizable images and posts included information about CalVCB, our partners on the [Victim Services Coordination Council](#), available benefits and resources, and ways to get help.

CalVCB also recognizes our partners' desire to learn and better understand the services available to victims. During the fiscal year, the outreach team attended 39 in-person events and hosted 52 online presentations. The in-person events included participating in the Native American Heritage Parade and National Night Out. Attendance allowed CalVCB to distribute materials and directly answer questions from those seeking information.

In addition to monthly webinars focusing on how to apply, funeral and burial expenses, and law enforcement liaison support, CalVCB also created observance-driven presentations. These webinars held during Domestic Violence Awareness Month, Human Trafficking Prevention Month, and Sexual Assault Awareness Month took a deeper dive into the potential benefits and compensation that victims of those crimes may apply to receive. Hundreds of community partners attended these specialized webinars to learn more and help us achieve our goal of **supporting stakeholder engagement**.

*CalVCB staff attend various outreach events (top to bottom):*  
1) California Department of Corrections and Rehabilitation's Office of Victim and Survivor Rights and Services event during Crime Victims' Rights Week 2) Filipino Community of Sacramento and Vicinity general membership meeting. 4) Teen Dating Violence Awareness event hosted by the Greater Sacramento Urban League.

## Continued the CalVCB Awareness Campaign

CalVCB continued its three-year awareness campaign: *CalVCB Can Help You Rebuild*. The multimedia outreach campaign began in April 2024 and includes radio, digital, social media, and Spotify ads and roadside billboards in counties with a high crime rate but low application numbers.



Billboards and other ads were placed strategically in areas with high levels of crime and low awareness of CalVCB and its services.

In the first year of the campaign, CalVCB saw an increase in brand awareness:

- Reached 72 million people across all media
- Reached 52 million people in our target audience
- Reached 20 million Spanish-language speakers

## Visual Media

In fall 2024, large posters and billboards were placed throughout Kern County in both English and Spanish. The ads hung on high-visibility structures, such as storefronts and businesses. The billboards were placed in neighborhoods with a lot of road traffic.

Additionally, CalVCB continued statewide digital advertising. However, as a result of the Los Angeles fires in January 2025, we paused ads targeted in that county that included the campaign tagline of "*CalVCB Can Help You Rebuild*" due to possible confusion for fire victims. The updated campaign "*After a Violent Crime, CalVCB Can Help Pay Your Bills*" restarted in May 2025.

## Social Media

To broaden our reach and **increase applications from eligible victims**, CalVCB posted targeted ads on social media and digital platforms to reach a wide audience. CalVCB also engaged with two influencers who both posted two videos each in fall 2024.

One influencer was a Los Angeles-based psychotherapist who created Instagram reels to explain what CalVCB does, how victims can access benefits, the compensation available for victims, and the services they can access.

The second influencer created two videos for [YouTube](#) about the compensation available to those who are disabled as the result of a crime.

Overall, these videos got more than 10,000 views from more than 7,000 individual accounts.



# CalVCB's 2024-25 Accomplishments



## After a violent crime, CalVCB can help pay your bills.



*CalVCB's refreshed advertisements emphasize the financial support CalVCB provides to victims of crime.*

## Enhance the CalVCB Experience

### ***Updated the Appeals Process***

CalVCB has recently updated the appeals process, including developing new procedures, forms, and communications. Applicants can now request a hearing on their appeal to be conducted via Zoom, by telephone, or in person in Sacramento. Claimants may also submit extra documentation to support their appeal in addition to, or in lieu of, a hearing.

The updated [appeals webpage](#) includes guidance for applicants to prepare for the hearing, what to expect during the hearing, and what will occur after the hearing.

Both the Legal and Information Technology Divisions collaborated to implement several changes to the internal processing system. These changes optimized data entry and reporting, which helped streamline the appeals workload.

Legal also updated appeals letters and note templates to **use plain language**. This effort will make it easier for applicants to understand the action that was taken and how to proceed with the next steps.

### ***Updated Regulations***

CalVCB successfully completed a regulation package related to [claims of erroneously convicted individuals](#). Regulatory changes were needed to comply with legislation that took effect in 2024. In addition, CalVCB

took this opportunity to clarify and expand the regulations governing the claims process due to an increase in the volume of claims submitted in recent years. The [claim form](#) was also revised for clarity, consistency, and transparency. These changes took effect on July 1, 2025.

### ***Improved Technology***

The Information Technology Division made strides in **modernizing technology** by improving infrastructure and enhancing security to ensure the sensitive victim information CalVCB must collect is well protected.

The team successfully moved forward with refreshing critical data center infrastructure, including servers, storage, network switches, and high-capacity printers. Additionally, disaster recovery infrastructure was moved from CalVCB's headquarters in Sacramento to a state-managed data center. These changes help ensure stability and operational continuity.

Additionally, CalVCB took steps to improve security. The Information Security Office implemented 12 new policies that directly align with the California Department of Technology's requirements. CalVCB also continued to work with the California Military Department to enhance its cybersecurity measures. CalVCB addressed key findings from the Military Department's network penetration testing and vulnerability analysis. It also took steps to continue to educate employees on cybersecurity risks.





*The CalVCB team at the Annual Recognition Ceremony in January 2025.*

## Foster a Strong Workforce to Best Serve Victims

CalVCB recognizes we need to support our employees. CalVCB attended more than a dozen recruitment events and worked diligently to **ensure appropriate staffing levels**.

### Increased Training Opportunities

During this fiscal year, multiple training opportunities were utilized to **promote professional development of staff and management**. The Training Unit launched the professional training platform, LinkedIn Learning, for all CalVCB employees. The online platform offers access to a wide variety of high-quality training courses, so all employees can grow professionally. Thousands of courses provide flexible learning options, career development opportunities, and resources for professional and personal skills.

### Staff Donation Drives

CalVCB staff have a **shared vision** of helping victims and helping each other. Every October, CalVCB holds a Domestic Violence Awareness Month donation drive. This year, staff collected 1,898 toiletries for My Sister's House, which supports Asian and Pacific Islander and other underserved women and children in Sacramento impacted by domestic violence, sexual assault, and



*CalVCB staff donated more than 2,000 toiletries to My Sister's House during Domestic Violence Awareness Month*

human trafficking. The Victim Compensation Division raised more than \$500 dollars to purchase 300 additional toiletry items for My Sister's House.

In April, CalVCB coordinated a denim drive to benefit Empower Yolo in Yolo County. CalVCB collected 214 pairs of jeans, shorts, and jackets during the annual drive. Empower Yolo promotes safe, healthy, and resilient communities and is dedicated to supporting individuals and families affected by sexual assault, domestic violence, stalking, human trafficking, and child abuse. They offer 24-hour crisis intervention, emergency shelter, confidential counseling, legal assistance, resource centers, and more. ■





[victims.ca.gov](https://victims.ca.gov)

