


**Crime Victim Assistance Program
(CVAP)
An Innovative Program to Help
Mitigate Trauma Experienced by
Crime Victims**

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Crime Victim Assistance Program (CVAP)

- Program offered and funded by NYPD; largest police department in the United States
- Managed by Safe Horizon— Largest non-profit victim services agency in the United States;
- Modeled on Domestic Violence Police Program (DVPP)— existing partnership between NYPD and Safe Horizon since 1984 that places Advocates in police precincts to work alongside Domestic Violence Police Officers;
- CVAP is first program of its kind to assign domestic violence and generalist crime victim Advocates to work in precincts.




Lessons Learned from DVPP

- Majority of Police Officers said Advocates made their job easier on home visits;
- 75% of clients who received a home visit wanted Advocate to accompany police officer in future;
- 85% of clients who received an outreach call from an Advocate in the precinct reported that it was the first time that they had contact with an Advocate to learn about services;
- On the job learning between Police Officers and Advocates is immeasurable.




Laying the Groundwork for CVAP in Precincts

- Meetings with NYPD senior level staff to discuss CVAP needs;
- Meetings with precinct supervisors prior to moving-in to precincts;
- Identification of space for Advocates;
- Identification of precinct "points of contact" for distribution of police reports to Advocates;
- Comprehensive training for Advocates prior to starting in precinct that includes training conducted by NYPD.



CVAP Scope and Implementation

	SITES COVERED	ADVOCATES	SAFE HORIZON MANAGERIAL STAFF
YEAR 1	26	52 Fall 2016	10
YEAR 2	58	110 Summer 2017	18
YEAR 3	86	157 Summer 2018	24



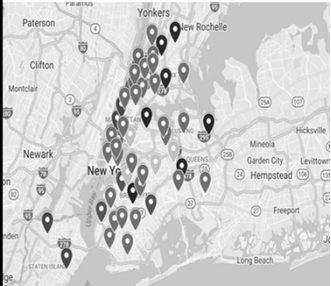
CVAP Precinct Locations

September 1, 2016 – Present

Phase 1 (September 2016): Included 13 Precincts and 26 advocates


Phase 2 (November 2016): Included 13 additional Precincts and 26 additional advocates

Phase 3 (July 2017) Includes 29 additional precincts and 58 Advocates




Number of Precincts per Borough

Borough	Phase 1	Phase 2	Phase 3	Total
Bronx	2	2	8	12
Manhattan	6	3	6	15
Brooklyn	5	0	9	14
Queens	0	6	6	12
Staten Island	0	2	0	2
Total	13	13	29	55



Scope of CVAP


- By Year 3 (2018), most precincts in the city will have two advocates:
 - Generalist Crime Victim Advocate
 - Domestic Violence Advocate;
- Some lower volume precincts will have one Advocate to cover all crimes, including domestic violence;
- Advocates will work in the precincts from 8 am to 8 pm, Monday through Friday;
- Specific language skills will be required to address community needs;
- Advocates will receive regular individual and group supervision from a supervisor; six to eight Advocates will report to one Manager;
- Three Senior Directors will supervise seven Managers each;
- One Associate Vice-President will oversee CVAP.



Supervision and Management

The Safe Horizon management team will work together to:


- Provide overall supervision and management of the program;
- Meet regularly with NYPD leadership and other key partners;
- Develop and foster strong relationships with precinct staff;
- Ensure that each Advocate receives appropriate training and regular, high-quality supervision;
- Ensure program deliverables are met;
- Represent CVAP in the community.



Role of the Advocate


The CVAP Advocates will respond to the immediate safety needs of victims by:

- Calling victims named in police reports;
- Meeting with victims at the precinct;
- Conducting home visits with Police Officers;
- Providing client-centered and trauma-informed services;
- Helping victims develop safety plans suited to their individual needs;
- Providing information about rights and options, including crime victim compensation;
- Linking clients to other programs for ongoing assistance;
- Advocating on clients' behalf.



Role of the Advocate

- Promote community awareness:
 - Table at community events;
 - Conduct presentations for community-based organizations;
 - Conduct training with community members.
- Enhance Police Officers’ knowledge and understanding of victims’ needs:
 - Conduct roll call training;
 - Conduct in-depth topical workshops.




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Role of Police Officers and Supervisors

Police officers and Supervisors will support CVAP by:


- Informing victims of Advocate and referring victims to Advocate;
- Providing police reports (61s and DIRs) so Advocates can outreach to victims;
- Sending letters to all victims of crime informing them of services available through CVAP;
- Working with Advocates to identify high priority victims needing enhanced services;
- Accompanying Advocates on visits to homes of crime victims;
- Informing community of CVAP and services available;
- Identifying training areas for Police Officers;
- Meeting regularly with CVAP Advocates and supervisors to identify program successes and challenges.



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Advocates Working in a Police Precinct


- Fast paced, gritty, loud and sometimes harsh language;
- Advocating within a system that focuses on offender;
- Very little privacy, tight space, and shared office;
- Building trust is slow and gradual;
- Understanding that we are a guest in another’ s house;
- Advocates must manage boundaries but at same time build and maintain professional relationships;
- More on Advocates to initiate relationships;
- Critical to find “right person” for job.



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Confidentiality in CVAP


- Have conversations early on between Police Officers and provider as to what are each other’s responsibility regarding confidentiality and how definitions may differ;
- Explore what information may be shared with Police Officers and for what reason;
- Explore role of Advocate sharing information in police investigations;
- Ensure Advocates understand how their definition of “confidentiality” may differ from other provider agencies.



Staff Advocate Training


Pre-service training for CVAP Advocates includes:

- 40 hours of client-centered practice;
- Trauma and Vicarious Trauma;
- Child Abuse Mandated Reporting;
- Computer Training—including use of our case management system (CMS)
- Selected Need to Know topics such as:
 1. Orders of protection
 2. Criminal justice response to victims of crime
 3. Accessing domestic violence shelter
 4. Working with families of homicide
 5. Housing options, and
 6. Resources available for victims of crime.



Client Centered Practice vs. Service Defined Advocacy

	Service Defined Advocacy Approach	Client-Centered Practice Approach
Questioning style	<ul style="list-style-type: none"> • Asks closed-ended questions 	<ul style="list-style-type: none"> • Asks open-ended questions
Listens to client for...	<ul style="list-style-type: none"> • Available service options to match the client to 	<ul style="list-style-type: none"> • Client priorities • Client-defined issues, needs and concerns • Client's current resources
Response to service request	<ul style="list-style-type: none"> • Focuses interaction on specific request (e.g. shelter, OP, etc.). 	<ul style="list-style-type: none"> • Focuses interaction on assisting client in addressing her/his safety • Explores reasons behind service request to uncover other needs and safety concerns • Uses expertise to help client make informed decisions
Language Used with Client	<ul style="list-style-type: none"> • Tells client what she/he should do • Labels client's situation, victimization, and relationships 	<ul style="list-style-type: none"> • Asks client what she/he would like to do • Asks client if she/he would like additional information about service options • Adopts clients phrasing in describing her/his situation, victimization, and relationships
Decision-Making Process	<ul style="list-style-type: none"> • Sets priorities for client • Directs client toward service options • Based on what staff thinks is best for client 	<ul style="list-style-type: none"> • Invites client to set priorities • Respects clients choices and how she/he makes decisions



Program Evaluation

- Safe Horizon will monitor program quality and client satisfaction;
 - Client surveys are underway
 - Case Management System: provides on-going data collection
 - In-Depth Case Review: monitoring the quality of the client-centered work that we do
- NYPD and Safe Horizon are seeking funding, in partnership with a national research organization, the Police Foundation;
- This is important for three reasons:
 - continued local funding
 - expansion to other police departments
 - enhancing national thought leadership.

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Services

September 1, 2016 – January 31, 2017

In addition to services to clients, CVAP advocates provided **218 police trainings** (average of 2.2 per month) and participated in **145 community outreach events** (average of 1.5 per month)

All CVAP

Service Category	Approximate Number of Services
Safety Assessment	5800
Safety Planning	5500
Individual or Phone Counseling	5200
Other Information	4800
Referral*	3500
Information about Criminal Justice Process	2000
OVS Information	1800
Crisis Intervention	1500
Advocacy*	1200
Follow up	1000
Other Practical Assistance	800

Source: CVAP Exec. 10
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Victimization

September 1, 2016 – January 31, 2017

Amount of Victimization

Victimization Type	Percentage
Domestic Violence	22%
Harassment	20%
Assault	18%
Larceny	15%
Other	12%
Other-crimes against property	10%
Other-crimes against the person	8%
Robbery	6%
Burglary	5%
Identity Theft	4%
No Victimization	3%
Strangulation	2%
Custodial Interference/Child...	1%

Victimization by Gender


Category	Female (%)	Male (%)
DV	63%	37%
CV	97%	3%
All CVAP	83%	17%

Source: CVAP Zip Code, CVAP Exec. 10, NCCO
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Successes

Commanding Officer from a Queens Precinct stated:

“Advocates are a tremendous resource. They are great with victims. They have been doing roll-call training and home visits. CVAP is a great program and I have been getting a lot of positive feedback from my Officers.”



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Successes Continued

Case Study One

Mary, who is a victim of intimate partner violence, called the police after the violence in her relationship escalated. Even though Mary had called 911, she used an alias since she did not want further police action.


The precinct Advocate called Mary and offered support and discussed her options. After speaking with the Advocate, Mary felt ready to work with the police; leave the relationship with a safety plan that met her needs, and obtained an order of protection.


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Successes Continued


Case Study Two

Jane filed a report with the police after she learned that someone had stolen her social security number and filed a false tax return. After reviewing the police report, the Advocate provided support that included safety planning around how to keep her personal information safe. The Advocate explored options regarding her future financial needs and gave Jane information about websites that address financial fraud, including the National Center for Victims of Crime. Jane was very happy to receive services and appreciated the validation and supportive services she received from the Advocate.


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CVAP

Q & A



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