
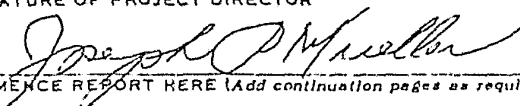


NCJRS

JUN 16 1978

OMB APPROVAL NO. 43-N0528

 U. S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION		DISCRETIONARY GRANT PROGRESS REPORT	
GRANTEE Aid to Victims of Crime		LEAA GRANT NO. 76DF-99-0030	DATE OF REPORT 4-20-77
IMPLEMENTING SUBGRANTEE N/A		TYPE OF REPORT <input type="checkbox"/> REGULAR <input checked="" type="checkbox"/> FINAL REPORT <input type="checkbox"/> SPECIAL REQUEST	
SHORT TITLE OF PROJECT Project Outreach		GRANT AMOUNT \$100,000	
REPORT IS SUBMITTED FOR THE PERIOD 10-30-76		THROUGH 2-28-77	
SIGNATURE OF PROJECT DIRECTOR 		TYPED NAME & TITLE OF PROJECT DIRECTOR Joseph P. Mueller, Director	
COMMENCE REPORT HERE (Add continuation pages as required.)			
<p>In this fourth and final quarter, some very encouraging indicators of production were observed and several of our goals were realized. I believe the fourth quarter is representative of the future direction of Aid to Victims of Crime.</p> <p>I will discuss our Management Information System, the program evaluation, our advocacy efforts, recruitment and training of volunteers, operational and service data, and finally our problem areas.</p> <p>It should be clearly stated, however, that even though the independent evaluation of Aid to Victims of Crime, Inc., Project Outreach, is included in this fourth quarterly report, the outside evaluation is totally independent. Where the information and analysis is the same or similar with both reports, it would tend to speak with authority.</p> <p style="text-align: center;"><u>MANAGEMENT INFORMATION SYSTEM</u></p> <p><u>SERVICES</u></p> <p>In the beginning of the program year, Aid to Victims of Crime was using a very simple device (a victim card) to keep track of the number and kind of services along with certain demographic data (See Appendix, Exhibit 1).</p> <p>As we progressed, this system became more sophisticated as was reported in Quarterly Reports II and III. Today, we have a management information system that can give us daily figures on such matters as cases assigned, cases pending, total of attempted contacts with victims, total contacts, types of services and their frequency (See Appendix, Exhibit 2). This data is summarized on a weekly, monthly, and quarterly basis.</p> <p>An interesting feature of this system is that it allows us to graphically demonstrate the frequency of services for each type of service at any point in time. See Chart 1.</p>			
RECEIVED BY GRANTEE STATE PLANNING AGENCY (Official)			DATE

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FREQUENCY

TYPES OF SERVICES

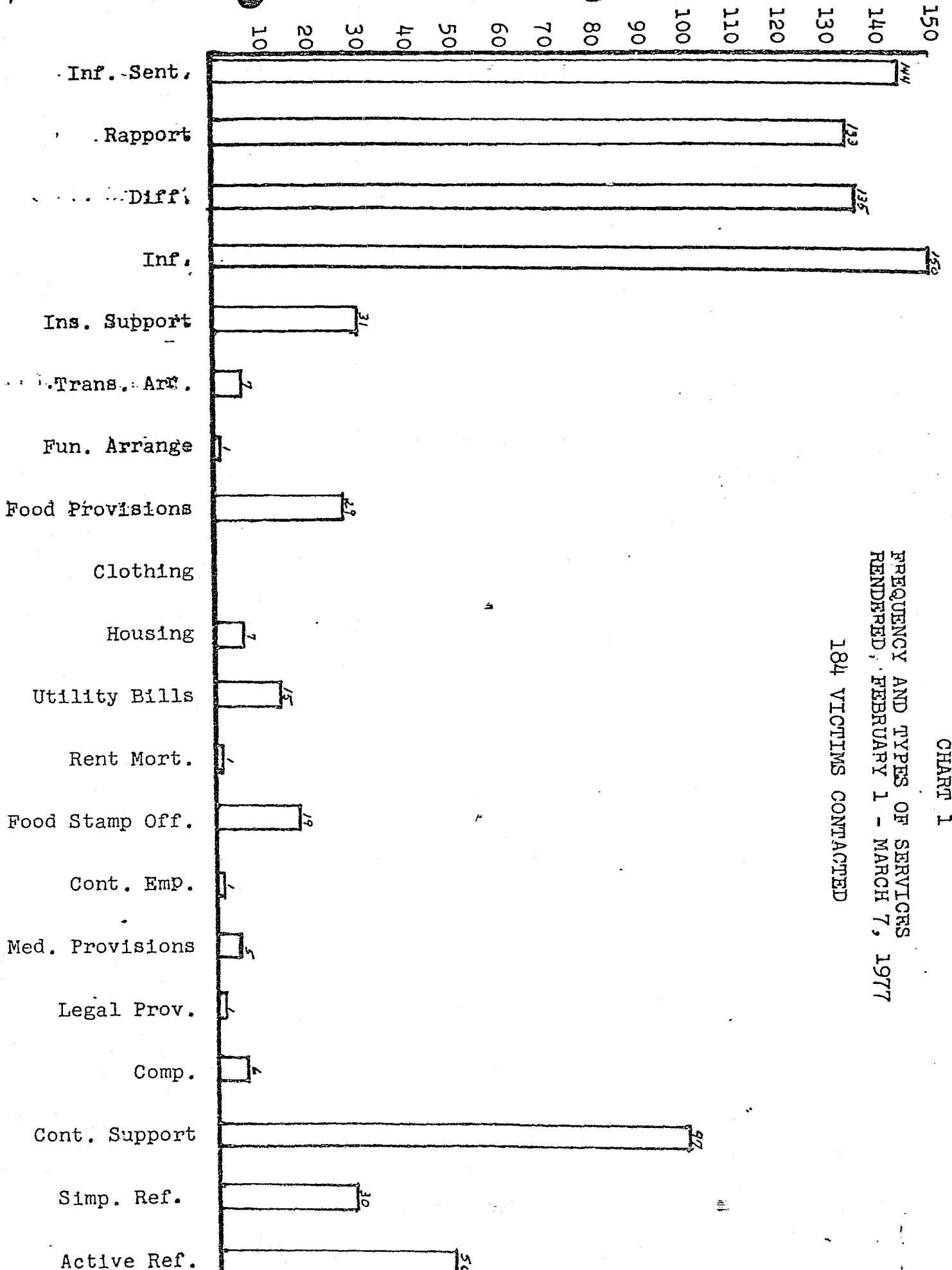


CHART 1  
 FREQUENCY AND TYPES OF SERVICES  
 RENDERED, FEBRUARY 1 - MARCH 7, 1977  
 184 VICTIMS CONTACTED

We feel that our management system for case tracking and enumeration of services is a considerable contribution to the field of victimology and specifically to agencies dealing with victim assistance.

Since the system will be used throughout our new project year, Aid to Victims of Crime, Project Outreach, will be able to demonstrate the exact type and frequency of services that victims of violent crime need.

The victim card has been modified to establish consistent data from the volunteers. However, this card has been supplemented by a case history on each and every victim we attempt to assist (See Appendix, Exhibit 3 and 4). The case history documents in fuller detail the transactions between the victim, staff, volunteer, and community resources. In addition, a plan of intervention is described as well as an evaluation of that plan.

The case histories must be approved by the staff's immediate supervisor before services and our contact with the victim is discontinued.

In addition to the above measures for documentation and information flow, we developed this past year a victim log book. This book documents the day the victim was assigned, the victim's name, the worker assigned, the police district, the police complaint number, the date of the offense, and the date the case was closed. (See Appendix, Exhibit 5).

The case histories and log enable the staff to follow the case dynamics within a specified time range. In addition to an up-grading or professionalization of services, this data is retrievable for people who are repeated victims. Therefore, staff can ascertain the development of client patterns.

#### REFERRALS

Due to an increase in the number of referrals, we developed a victim referral form and a referring card to community resources (See Appendix, Exhibits 6 and 7).

The referral form gives us the necessary information to begin services as well as documenting whom the referral came from. The referring card aids in legitimizing Aid to Victims of Crime by formalizing and professionalizing our referrals to other agencies.

### VOLUNTEERS

Our volunteer application sheet was redesigned to give more relevant information about potential volunteers; and a volunteer data card was developed to help document the progression of our volunteers through the volunteer recruiting and training process (See Appendix, Exhibits 8 and 9).

A volunteer form was developed to give us weekly, monthly, and quarterly information specifically concerning the volunteer process (See Appendix, Exhibit 10). With this form, we can see the number of potential volunteers, the number of volunteers waiting for training, those in training, the number of total trained volunteers, and the number of training sessions and workshops.

It should be noted that the number of attempted contacts and number of victims serviced by volunteers is documented through the service component of our Management Information System.

### WORKER ACCOUNTABILITY

To ensure staff accountability, a sign-in and out sheet was established in addition to a time distribution sheet (See Appendix, Exhibits 11 and 12). With the use of these forms, we can further ascertain the amount of time a worker spends on the various components of his/her job.

As can be seen, a great amount of time and energy was spent developing an effective and valid management information system. Taken as a whole we can document about every transaction that occurs with very little slippage. The information that is collected is of considerable importance for decision-making regarding our daily operations as well as larger policy decisions.

## RESEARCH AND EVALUATION

The fourth Quarterly Evaluation Report by Drs. John Stretch and John Goeke, our independent evaluators, is included in the Appendix, Exhibit 13.

### ADVOCACY

As mentioned in our Third Quarterly Report, we have helped a coalition of neighborhood organizations develop a citizen participation ordinance (See Appendix, Exhibit 14) for the City of St. Louis. More than 150 programs and ordinance from throughout the country were analyzed; and the proposed ordinance is a culmination of what we and others thought were the best parts of those various programs.

Two of our Board members along with the Director spent a great deal of time working on the ordinance with various neighborhood organizations. The proposed ordinance is currently receiving the support of many neighborhood organizations and city politicians.

### OPERATIONAL REPORT

#### SERVICES

The following data demonstrates the services rendered to victims for our last program quarter and for our program year.

TABLE 1

ITEM	QUARTER 4	PROGRAM YEAR
Cases Assigned	770	1632
Attempted Contacts	2027	4748
Victims Contacted	666	888
Total Services	1274	1685
Total Referrals	366	533
Other Assists	908	1152

Total services is a combination of referrals and assists. A better understanding of the amount of services that are given to victims may be ascertained by looking at our service component for February, the last month of our program year.

MONTHLY STATISTICAL REPORT

FEBRUARY, 1977

WEEKLY SERVICE STATISTICS

MONTHLY TOTAL

Cases Pending	193	199	192	168	172	193
Cases Assigned	39	39	24	26	17	145
Incoming Transfer	0	2	2	1	0	5
Outgoing Transfer	0	2	0	1	0	3
Total Cases	232	238	218	194	189	340
Cases Closed	33	46	50	22	0	151
Cases Pending	199	192	168	172	189	189
Total Attempted Contacts	107	106	77	71	25	386
By Volunteer	9	20	6	23	6	64
By Worker	98	86	71	48	19	322
Total Victims Contacted	31	32	27	27	10	127
By Volunteer Only	1	9	4	10	6	30
By Worker Only	30	22	23	17	4	96
By Both Volunteer and Worker	0	1	0	0	0	1
Total Services to Victims	85	184	147	131	40	587
Left or Sent Information	15	30	23	28	5	101
Established Rapport	16	26	20	18	5	85
Talked Through Difficulties	15	29	20	16	4	84
Gave Information	17	36	21	19	6	99
Insured Support	13	29	20	16	6	84
Transportation Arrangement	1	3	0	1	0	5
Funeral Arrangement	0	1	0	0	0	1
Food Provision	0	8	4	8	1	21
Clothing Provision	0	0	0	0	0	0
Housing Provision	0	3	0	1	1	5
Utility Bills	2	4	0	1	1	8
Rent or Mortgage	0	0	0	0	0	0
Food Stamp Office	0	5	3	4	0	12
Contact Employers	0	0	1	0	0	1
Medical Provision	0	0	0	0	0	0
Legal Provision	1	0	0	0	0	1
Simple Referral	4	8	0	6	2	20
Compensation	0	1	0	0	1	2
Other Continued Support	1	1	35	13	8	58

	Not Home	N/R Letter	N/R Call	Wrong Address	Other
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Total No Contacts	70	58	57	39	12	236
By Volunteer	8	8	2	12	0	30
By Worker	62	50	55	27	12	206

One can observe by looking at the above data that Aid to Victims of Crime began to produce at an increasing rate during our last quarter of operation. In fact, the data is very encouraging and indicates that we will at least meet our stated goals for 1977. In other words, once the staff was trained and Project Outreach was in operation many of the transactions we had conceptualized began occurring.

Yet, it is a fact that we did not meet some of the goals for Project Outreach. This was clearly and accurately stated in our previous quarterly reports with the various reasons for our operational problems.

The objectives for Project Outreach for program year 1976 with our quarterly attainment is as follows:

TABLE 2

Item	Yearly Objectives	Attainment				Yearly Total
		Q1	Q2	Q3	Q4	
Cases Assigned	Not Specified	28	307	527	770	1632
Attempted Contacts	Not Specified	Unk	Unk	Unk	2027	4748*
Victims Contacted	1500	28	118	298	666	888
Total Services	1500	28	108	275	1274	1685
Referral Services	1000	11	38	118	366	533
Other Assists	500	17	70	157	908	1152
Community Meetings	50	6	31	10	18	65
Direct Contact	500	162	902	200	620	1884
Volunteers Recruited	150	0	42	10	71	123
Volunteers Trained	150	0	22	6	14	42
Training Sessions	26	0	5	2	11	18
Workshops	6	0	2	2	0	4

\* Estimated

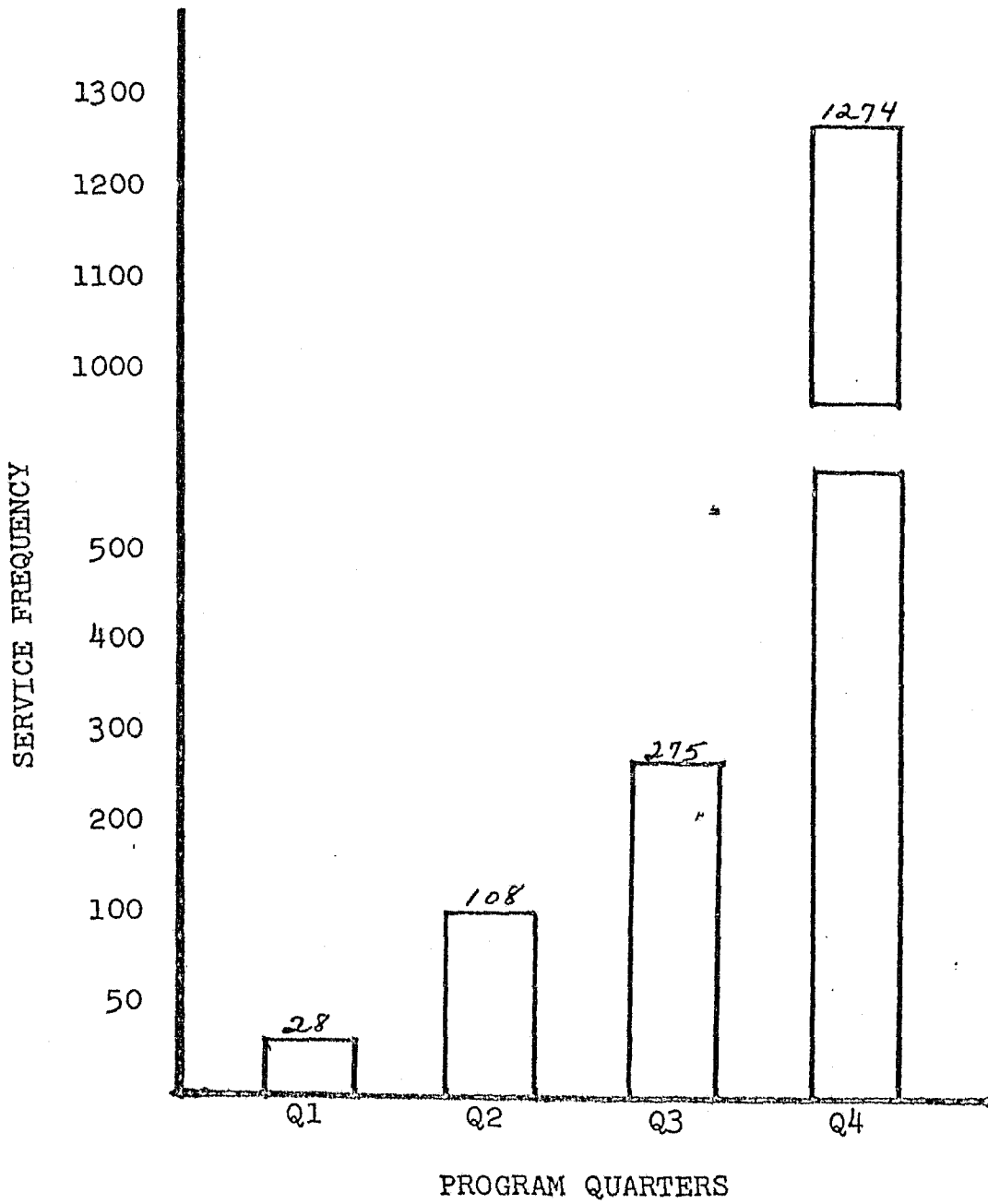
There are several salient features that may be abstracted from the above data. First, our management information system was in constant flux throughout the program and thus our staff became confused as to "what" we were counting. This is seen in the victims contacted category. In quarters 2 and 3, the staff were counting the number of times they were serving victims rather than individual victims served. However, this was corrected in quarter 4 and a case-by-case account was taken for our entire year. Quarter 4's number of 666 victims contacted and the yearly total of 888 victims contacted are the correct figures.

Secondly, the progression of services may be seen on a quarter-by-quarter basis and is further reflected by the following histogram on the next page:



CHART 2

TOTAL SERVICES BY PROGRAM QUARTERS



There was an explosion of services in our fourth quarter of operation. This explosion is due to our staff becoming familiar with both the community resources and the expectations of Project Outreach. At the same time, the manner in which we were documenting our services began to reflect reality, i.e., prior to quarter 4 staff would count one assist or service per victim even though many services may have actually occurred. As an example, emergency food, transportation to the food resource, and victim compensation by a community resource may have been provided by our staff or volunteers but only counted as one service. This serious under-enumeration of services was corrected in the fourth and final quarter. It now appears that on the average, five services are given per victim contacted by Aid to Victims of Crime. This speaks well for our service delivery system and our management information system while demonstrating the amount of need victims do incur as a result of their victimization.

#### COMMUNITY MEETINGS

Forms were developed to document the number of presentations we made and the number of criminal justice contacts (See Appendix, Exhibits 15 and 16).

We exceeded our program objectives concerning the number of community presentations and the number of potential volunteers that would attend the meetings. Added to this were twenty-four separate mass media contacts and four major presentations at conferences in four separate states.

We have substantial evidence that the community resources Aid to Victims of Crime utilizes are favorable to Project Outreach. It looks as if we are indeed sensitizing the St. Louis Community to the plight of the victim. Yet, it appears that we are running a serious risk of over-utilizing the community resources in St. Louis. This is a growing problem and will be expanded upon in the Problems section of this report.

#### VOLUNTEER RECRUITMENT AND TRAINING

Aid to Victims of Crime, Inc. has had its greatest difficulty in the area of volunteer recruitment and training. We were clearly unable to attain the quarterly and yearly goals originally projected for volunteer recruitment and training as is demonstrated in the table on the following page.

TABLE 3

VOLUNTEER RECRUITMENT AND  
TRAINING BY QUARTER AND  
YEARLY ATTAINMENT

ITEM	YEARLY GOAL	4th Quarter ATTAINMENT	YEARLY ATTAINMENT
Volunteers Recruited	150	71	123
Volunteers Trained	150	14	42
# Training Meetings	26	11	18
# Of Workshops	6	0	4

We encountered many problems throughout the year; and, we are currently in the process of evaluating the roles of our volunteers and the methods of recruiting and training volunteers.

We firmly expect to see considerable improvement and have already trained more volunteers in the first month of our new program year than were trained in the last six months of this past program year. Yet, we look upon this new trend with caution.

PROBLEM AREAS

The primary problem areas that were encountered by Aid to Victims of Crime were with the recruitment, training and utilization of volunteers and with the documenting and accounting of services to victims of crime.

We have certainly improved on the latter. In part, our current management information system is a contribution to the field. As mentioned in the operational section of this report, we are currently evaluating the entire volunteer component of Aid to Victim of Crime and may make some revisions.

Throughout most of the program year, we were not servicing as many victims as we initially projected. I believe most of this problem was due to mapping and pre-testing the proper service delivery system. Currently we are right on target for the number of victims contacted and way over regarding the number of services to the victim of crime.

There is one other area of difficulty that is just now manifesting. It appears that in the eyes of some agencies throughout the community, Aid to Victims of Crime is losing its legitimacy. The reason for this perception is that currently we do not have funds for minor victim compensation. Frequently during the past year, we could obtain resources for victims if we too contributed to the victim. In other words, we could obtain \$20.00 of emergency food stamps if we contributed \$10.00.

If this trend continues, it will have serious repercussions for Aid to Victims of Crime and the Criminal Justice System.



**END**