

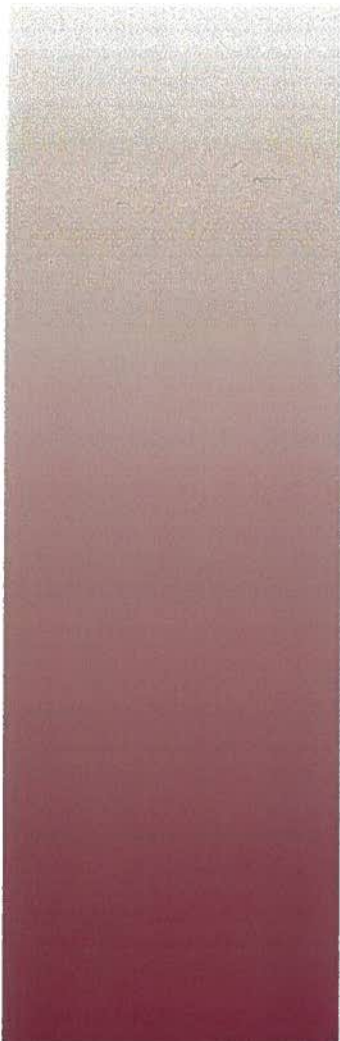
Maryland State

Board of Victim Services



Annual Report

FY 2015





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Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Christopher B. Shank
Executive Director

December 20, 2015

The Honorable Larry Hogan
Governor of Maryland
State House
Annapolis, Maryland 21401

Dear Governor Hogan:

On behalf of the Governor's Office of Crime Control & Prevention and the Maryland State Board of Victim Services in accordance with Criminal Procedure Article, Section 11-914, we are pleased to submit this comprehensive report covering Fiscal Year 2015. This report is submitted, as mandated, to you, the Attorney General and the Secretary of the Department of Public Safety and Correctional Services.

The Annual Report contains an outline of the Maryland State Board of Victim Services' accomplishments in FY15, along with recommendations that ensure continued comprehensive, compassionate, statewide services, support and compliance to every crime victim as allowed by law.

During FY15, the Governor's Office of Crime Control and Prevention took a new direction to elevate Maryland's crime victims within the state criminal justice system, through the following changes:

- Steven J. Kelly was appointed as the new Chair of the Maryland State Board of Victim Services. Mr. Kelly is an experienced attorney who is a national leader in the field of defending crime victims' rights in criminal and civil proceedings. He currently serves as a Commissioner on the Maryland Criminal Injuries Compensation Board and is a nationally recognized authority on restitution and victim compensation. Mr. Kelly helped to lobby the United States Congress to pass what eventually became known as the Crime Victims Rights Act of 2006.
- The creation of a dedicated Victim Services Unit, which included the appointment of Kimberly Herndon as the Director of Victim Services and the State Victim Services Coordinator. In this capacity, Ms. Herndon works closely with the Maryland State Board of Victim Services

We are very proud of the dedicated work of the Maryland State Board of Victim Services, the State Victim Services Coordinator and the staff of the Governor's Office of Crime Control & Prevention. We are honored to support you in our shared goals, and to see these efforts benefiting the needs of crime victims in our State. While we are all justly proud of the strides made on behalf of crime victims, we know that the needs of crime victims are ever changing and the Maryland State Board of Victim Services looks forward to working collaboratively with criminal justice, non-profits and other organizations around the State in FY16 to continue to bring dignity, respect, and sensitivity to all crime victims that addresses changing needs.

Sincerely,

Christopher B. Shank
Executive Director
Governor's Office of Crime Control & Prevention

Steve J. Kelly
Chair, State Board of Victim Services

MARYLAND STATE BOARD OF VICTIM SERVICES

To ensure that all crime victims in the State of Maryland receive justice and are treated with dignity and compassion through comprehensive victim services.

I. OVERVIEW

The Maryland State Board of Victim Services and the Governor's Office of Crime Control & Prevention are pleased to present this report for Fiscal Year 2015. The annual report highlights the important work carried out by the Maryland State Board of Victim Services, State Victim Services Coordinator and Governor's Office of Crime Control & Prevention staff, who work in partnership with crime victim service providers, local communities, Executive, Legislative and Judicial branches of State government, and the Federal government to better serve Maryland crime victims. This report encompasses the Maryland State Board of Victim Services' activities for the period of July 1, 2014 through June 30, 2015. The Maryland State Board of Victim Services continues its efforts to improve the treatment of crime victims through legislative action, working collectively with criminal justice agencies and private non-profit organizations, creating and expanding innovative initiatives, while welcoming feedback and suggestions from individuals and communities across the state.

II. STATE BOARD OF VICTIM SERVICES

Recognizing the unique and distinctive needs of crime victims, the Maryland General Assembly created the Maryland State Board of Victim Services and the position of the State Coordinator in 1988. This was done for the purpose of monitoring, assessing, coordinating and making recommendations concerning state and local efforts to assist victims of crime. The Maryland State Board of Victim Services' mission is to ensure that all crime victims in Maryland are treated with dignity, respect and compassion during all phases of the criminal justice process. In 1991, under the authority of Governor's Office of Crime Control & Prevention, the Maryland General Assembly created the Maryland Victims of Crime Fund to provide funding support for victim services. Maryland Victims of Crime money is generated by the collection of court costs imposed on convicted defendants, which is subsequently used to award grant projects that provide direct services to help crime victims.

III. ACCOMPLISHMENTS

Listening to State and local criminal justice agencies and service providers in the field, the Maryland State Board of Victim Services took action, which resulted in the following accomplishments:

1. The Maryland State Board of Victim Services awarded thirteen (13) grants totaling \$338,278 in FY15 from the Maryland Victims of Crime Fund for direct services to crime victims.
2. The Maryland State Board of Victim Services awarded two (2) grants totaling \$150,000 in FY15 from the Legal Services for Crime Victims fund for legal counsel to crime victims in the criminal court system.

IV. RECOMMENDATIONS TO THE GOVERNOR

As required by Criminal Procedure Article, §11-914, the Maryland State Board of Victim Services is submitting the recommendations to the Governor for the improvement of the treatment and services available to Maryland's victims of crime, as follows:

- Recommendation #1 Provisions should be made to accommodate the individual statewide needs of survivors/families of homicide victims. The loss of a loved one is devastating, and the added hardships of funeral, medical expenses and lost wages are just a few of the costs that an already economically struggling family can incur as a result of a homicide.

- Recommendation #2** Provisions should be made to increase costs imposed on convicted defendants in District and Circuit courts that are distributed into the Maryland Victims of Crime. Increased Maryland Victims of Crime revenue would address the mounting need that is necessary to continue supporting crime victims through services, statewide trainings, federal and State policies, technology and public awareness and community outreach.
- Recommendation #3** Child Advocacy Centers should remain a priority for the Governor through state supported funding, collaborative regional trainings and the promotion of public safety linkages and partnerships among federal, state and local agencies.
- Recommendation #4** The Roper Victim Assistance Academy should remain in the State Budget supporting basic and advanced training for crime victim service providers and first responders. The certification program for service providers who work at the local and state level provides the necessary skill set to best serve crime victims as they move through the criminal justice system and on with their lives.
- Recommendation #4** Maryland should be a leader in the effort to assist the underserved population of crime victims with disabilities through outreach, training and the encouragement of state and local agency collaboration.
- Recommendation #5** Maryland should continue to support Victim Information and Notification Everyday courts, custody, parole, probation, sex offender alert line services as a line item in the State budget.
- Recommendation #6** The Maryland State Board of Victim Services should continue to be an active participant with the Maryland Judiciary and Maryland Electronic Courts, a court case management system with integration of electronic crime victims' rights court forms and information.

V. MEETINGS AND MEMBERSHIP

See Appendix A for Meetings and Membership.

VI. KEY INITIATIVES

Victim Information Notification Everyday

Victim Information Notification Everyday is an information service that provides victims of crime with dates for upcoming court hearings, custody status of offenders in local jails and state prisons, as well as parole and probation notification.

Appriss Contract (November 1, 2015 to October 31, 2019)

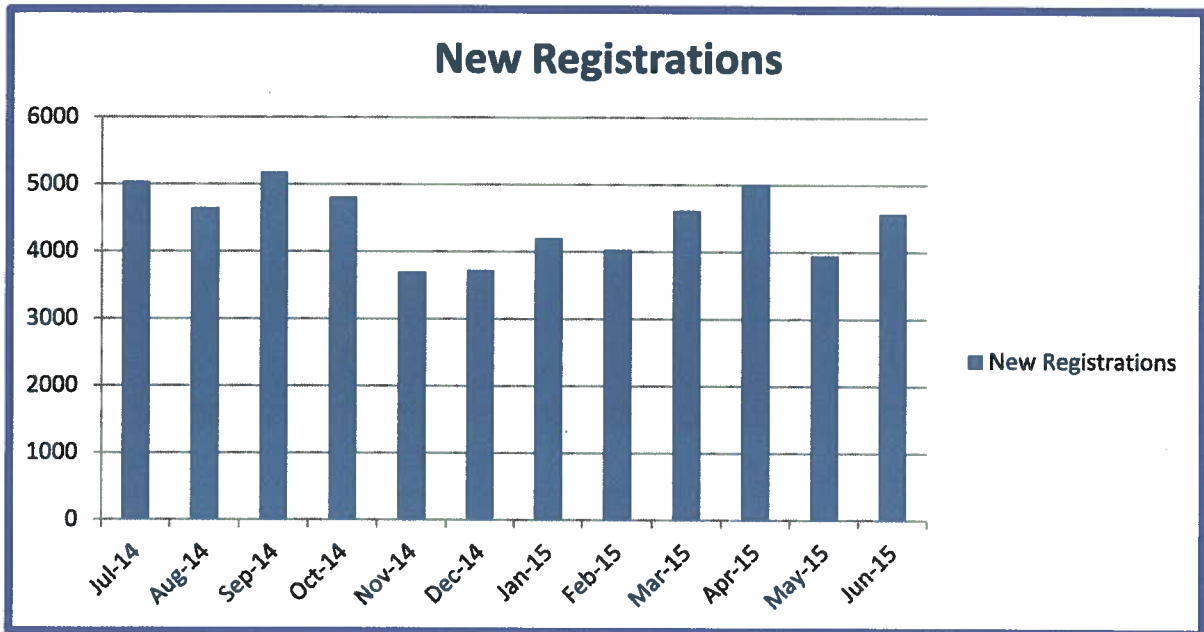
- The Appriss, Inc. contract and a state related technical portion of the services are managed by the Maryland Department of Public Safety and Correctional Services, Information Technology & Communications Division;
- The contract includes information and notification services for District court, Circuit court, detention centers, Division of Corrections, parole, probation, sex offender and Protective Orders;
- The Victim Information Notification Everyday Program Manager works closely with the Appriss Account Manager to monitor usage, troubleshoot, and prepare statewide training events;
- The Victim Information Notification Everyday account and program are managed daily by the Victim Information Notification Everyday Program Manager;

- A professional Appriss, Inc. trainer provides seven (7) statewide Victim Information Notification Everyday trainings per year;
- Materials are included in the contract and are distributed by the Victim Information Notification Everyday Program Manager;

Victim Information Notification Everyday - Statistics

FY15 Maryland Victim Information Notification Everyday Statistics (July 1, 2014 – June 30, 2015)

- 217,338 outgoing phone call notifications made on behalf of Maryland to crime victims and the community
- 111,683 email notifications sent
- 49,105 incoming calls to Maryland Victim Information Notification Everyday toll free number
- 53,504 new registrations for the year
- 1,211,890 total Site Searches (includes Victim Information Notification Everyday link, Victim Information Notification Everyday Watch, phone and Victim Information Notification Everyday Mobile)



Notifications Chart July 2014 – June 2015
 This graph illustrates Victim Information Notification Everyday registrations by month for FY2015

Victim’s Rights Compliance Initiative

The Maryland State Board of Victim Services and the Governor’s Office of Crime Control & Prevention established the Victims’ Rights Compliance Initiative in April 1999 in an effort to remedy crime victims’ rights violations. The goal of the Initiative is to improve the criminal justice system’s response to victims of crime by allowing them the option to voice their concerns and exercise their statutory right to participate in the process. This is most evident when they feel their statutory rights have been violated at any point in the criminal justice system. The Initiative aims to improve the criminal justice system’s response to victims of crime through systematic improvements of services provided to victims; and give victims an option to voice their concerns and seek system response when they feel that their statutory rights have been violated at any point in the criminal justice system.

Compliance Updates

- In an effort to integrate crime victim access, mandated forms, and information in the developing Maryland Electronic Courts case management system, the Board, in consultation with the Administrative Office of the Courts, and subject to the authority of the Executive Director of the Governor's Office of Crime Control & Prevention, has drafted protocols for electronic registration for victim notification in accordance with Chapter 205 of the Laws of 2014.
- The Board has also collaborated with the Maryland Judiciary by providing documentation, recommendations, and guidance for the inclusion of Victim Information Notification Everyday system and the Crime Victim's Notification Form in the Maryland Electronic Courts system. Crime victims' rights, recognized in current court processing systems, remain an essential component of the planning and successful implementation of the new integrated electronic court system.
- The Board formed a Notification Working Group to consult with affected agencies including the Judiciary, the Department of Public Safety and Correctional Services, State's Attorney's Offices, local law enforcement, and detention centers, to determine the most effective ways to adapt existing notification systems—both the notification initiated by filing of the Crime Victim Notification Form with State's Attorneys and its transmission to the courts and to correctional agencies, and the Victim Identification Notification Everyday system—to function most usefully and more comprehensively as the courts, law enforcement, and correctional agencies implement electronic information systems.

Crime Victim Rights Issues

The Coordinator responded to calls, letters and emails from crime victims alleging violations of various crime victims' rights, seeking referrals for direct services and looking for information and explanations about the criminal justice process. Those include:

- Frustration with the lack of, or limited criminal justice agency responses to the crime, including the filing of *nolle prosequi* by prosecutors;
- Misunderstanding of civil versus criminal justice system;
- Lack of information regarding case status;
- Delay in processing and/or denial of claims by the Criminal Injuries Compensation Board;
- Nonpayment of restitution by offenders granted probationary sentences or parole; and
- Lack of notification of offender's parole, violation of probation, and release from incarceration.

VII. GRANT PROGRAMS

Maryland Victims of Crime Grant Program

The Maryland Victims of Crime Fund was created by the Maryland General Assembly during the 1991 Legislative Session as a source of revenue for programs across the state, dedicated to serving victims of crime. The primary purpose of the Maryland Victims Of Crime Fund is to ensure implementation of the Declaration of Crime Victims' Rights Amendment to the Maryland Constitution and the Guidelines for Treatment of and Assistance to Crime Victims and Witnesses and other laws adopted to benefit victims and witnesses of crime (MD Ann. Code, Criminal Procedure Article §11-916).

Maryland Victims of Crime Priorities

- Direct Services for Victims of Crime;
- Victim Advocates in Law Enforcement;
- Victim Advocates in State's Attorneys' Offices;

- Enhanced services and support for Child Advocacy Centers (Md. Criminal Procedure Code Ann. § 11-916 (2011));
- Enhanced services to crime victims that aid and promote the distribution of mandated pamphlets and educate them on their rights according to Maryland law.

Maryland Victims of Crime Grant Awards and Applications (July 1, 2014 through June 30, 2015)

- Total FY15 Maryland Victims Of Crime awards: \$ 1,031,969.25

Maryland Victims of Crime Award Statistical Information

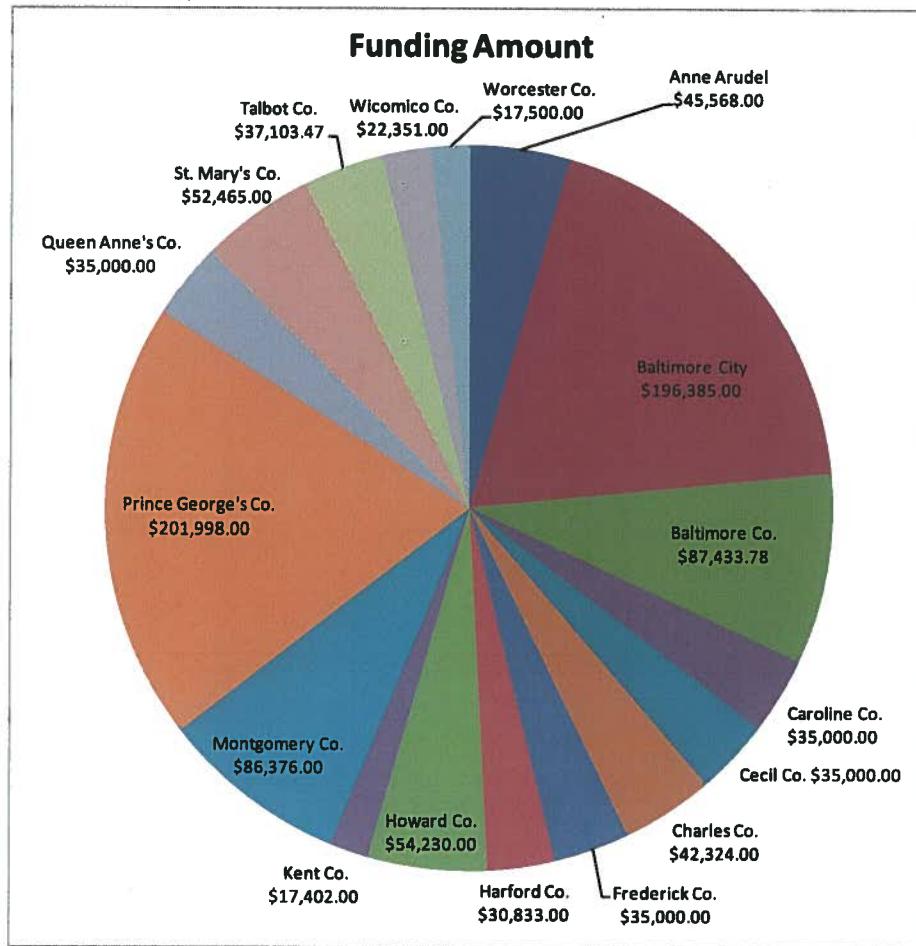


Chart shows distribution of FY15 Maryland Victims of Crime Funds by jurisdiction:

Maryland Victims of Crime Performance Measures

- 12,989 total victims and witnesses assisted;
- 8,562 times a victim met with a project service provider in-person;
- 452 victims who were also a victim of another crime;
- 4,524 people referred to counseling, education and/or treatment programs

See Appendix B for a listing of FY 2015 Maryland Victims of Crime Grant Awards.

Legal Service for Crime Victims Grant Program

The Legal Service For Crime Victims Fund was created to ensure that money obtained from unclaimed restitution under this title is used to provide legal counsel for victims of crime in the criminal court justice system Criminal Procedure Article, §11-919).

Legal Service for Crime Victims Priorities

- Each year the Fund provides a salary for at least one (1) attorney.
- The Funds allow for legal representation and related legal support services to Maryland crime victims with special emphasis on some underserved victim populations including child, juvenile, elderly victims, sexual assault and families of homicide victims.

Legal Service for Crime Victims Grant Awards (July 1, 2014 through June 30, 2015)

- Legal Service For Crime Victims two (2) awards totaling \$150,000

Legal Service for Crime Victims Performance Measures

- 400 total crime victims served

VIII. OTHER ACTIVITIES

Crime Victim Mandated Pamphlets & Forms

Pursuant to duties of the Maryland State Board of Victim Services and the mandates of the Constitutional Amendment, Declaration of Rights - Article 47 stating that “a victim of crime shall be treated with dignity, respect and sensitivity during all phases of the criminal justice process,” the Maryland State Board of Victim Services developed two pamphlets to ensure that a victim's right to be informed are upheld by law enforcement personnel, commissioners or juvenile justice intake workers and State’s Attorneys. Statutes, entitled Victims and Witnesses, are detailed in Maryland Ann. Code, Criminal Procedure Article, Title 11.

The mandated materials are tracked in a Brochure Database system for the purpose of accountability and cost effectiveness.

Primary Agency Responsible for Distribution Crime Victim Mandated Pamphlets/Form	Language	Quantity Distributed
Law Enforcement <i>Crime Victims and Witnesses: Your Rights and Services</i>	English	219,200
Law Enforcement <i>Crime Victims and Witnesses: Your Rights and Services</i>	Spanish	85,000
State’s Attorney’s Office <i>Your Rights as a Victim in the Criminal and Juvenile Justice Process</i>	English	49,000
State’s Attorney’s Office <i>Your Rights as a Victim in the Criminal and Juvenile Justice Process</i>	Spanish	19,800
State’s Attorney’s Office <i>Crime Victim Notification and Demand for Rights Form</i>	English	20,400
State’s Attorney’s Office <i>Crime Victim Notification and Demand for Rights Form</i>	Spanish	8,000
TOTAL Quantity Distributed		401,400

Chart provides Statewide Distribution of Crime Victim Mandated Materials between July 1, 2014 and June 30, 2015

Annual Statewide Memorial Services

The 26th Annual Statewide Memorial Service was held on Sunday, April 19, 2015 and hosted by Carroll, Harford, St. Mary’s and Wicomico Counties.

The Annual Statewide Memorial Service is one of two annual events sponsored by the Maryland State Board of Victim Services. The annual services are held to honor those who lost their lives to violent crime in the State of Maryland. The event coincides with National Crime Victims Rights Week, which traditionally begins each year in April.

The regions are geographically divided as follows:

<u>Eastern Region</u>	<u>Western Region</u>	<u>Southern Region</u>	<u>Northern Region</u>
Caroline	Allegany	Calvert	Anne Arundel
Dorchester	Carroll	Charles	Baltimore City
Kent	Frederick	Prince George's	Baltimore
Queen Anne's	Garrett	St. Mary's	Cecil
Somerset	Montgomery		Harford
Talbot	Washington		Howard
Wicomico			
Worcester			

Governor's Victim Assistance Awards Luncheon

The Governor's Victim Assistance Awards Luncheon is held each year to show appreciation and recognition to an individual, agency, organization or group who does meritorious work on behalf of crime victims or in furtherance of the crime victims' movement in Maryland. The award recognizes outstanding work done in the area of victim advocacy and services that exceeds expected work responsibilities, and exemplifies a high level of commitment and dedication to the field of victims' rights and services and to the victims themselves. This year's awards reflect the period from January 1, 2014 to December 31, 2014.

This year, special recognition was given for the combined community efforts of Howard County after the Columbia Mall Shooting incident. Twenty-Six (26) individuals were honored for their participation in assisting victims after this traumatic terrorist event.

Roper Victim Assistance Academy of Maryland

The Roper Victim Assistance Academy (Academy) offers two levels of training to victim service professionals throughout Maryland, a basic 40-hour Academy designed for newer professionals, and advanced and more specialized training programs designed for more experienced professionals. The basic program is a 40-hour standardized multi-disciplinary academic curriculum program conducted as a one-week residential program. The 12th Academy was held June 1-5, 2015 with 40 professionals graduating from the program.

In addition to the basic training Academy, the Academy also offered two advanced training sessions with 69 participants completing the training. All Academy training is nationally approved and certified for professional certification units and university credits. The Academy offers CEU's and university credits for both the Basic and Advanced training programs. Maryland is recognized as one of the nation's leaders in the movement to advance education and professionalism of the field of victim services.

CERTIFICATION PROGRAM: The Academy's state level certification and professional standards program ties together with certificate programs and courses at University of Baltimore. To date there are 32 certified advocates and another 15 in various stages of preparing for the examination.

APPENDIX A

STATE BOARD OF VICTIM SERVICES MEETINGS AND MEMBERSHIP

The Maryland State Board of Victim Services held six (6) State Board meetings during the period from July 1, 2014 to June 30, 2015. During this time, respective committees met periodically.

Pursuant to the Criminal Procedure Article, §11-912, The Maryland State Board of Victim Services - Membership as of July 1, 2015 is composed of the following members:

Steven J, Kelly	Chair
Barbara Bond	Vice Chair (Attorney General's Designee)
Christopher B. Shank	Governor's Office of Crime Control & Prevention
The Honorable Wes Adams	Anne Arundel County State's Attorney's Office
Bonnie Ariano	Department of Human Resources
Anne T. Bean	Service Provider, Cecil County Dept. of Social Services
The Honorable Dario Broccolino	Howard County State's Attorney's Office
Jessica Dickerson	Department of Juvenile Services
Lou Gieszl	State Judiciary's Designee, Administrative Office of the Courts
Rhea L. Harris	Dept. of Public Safety and Correctional Services
R. Gary Hofmann, III	MD Sheriffs' Association, Queen Anne's County Sheriff
Molly Knipe	Service Provider, YWCA Annapolis and AA County
Adam Lippe	Public Member, Baltimore County State's Attorney's Ofc.
Patricia Marshall	Service Provider, Anne Arundel County State's Attorney's Ofc.
James "Mooch" Mutchler	Public Member, Washington County Child Advocacy Ctr.
Cynthia A. Pease	MD Criminal Injuries Compensation Board
Jill Ritter	Public Member, Washington County State's Attorney's Ofc.
Alonzo Robertson	Public Member, Maryland Crime Victim Resource Center
Lisa Spicknall-Horner	Public Member, MADD
Debra Tall	Service Provider, Anne Arundel Police Department
Chief Teresa Walter	MD Association of Chiefs of Police
Jeanne Yeager	Public Member, Mid-Shore Council on Family Violence

As of December 2015, the Maryland State Board of Victim Services has no vacancies.