



Maryland State Board of Victim Services Annual Report

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Governor

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MSAR # 10140
CP § 11-914(1); SB 922/Ch. 205, 2014
December 31, 2017

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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 2017. The annual report highlights the important work carried out by the Maryland State Board of Victim Services, State Victim Services Coordinator, and the 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, 2016 through June 30, 2017. The Maryland State Board of Victim Services continues to improve the treatment of crime victims by working collectively with criminal justice agencies and private non-profit organizations, creating and expanding innovative initiatives, and welcoming feedback and suggestions from individuals and communities across the state.

II. History of the Maryland 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 the 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. In 2007, the Legal Services for Crime Victims fund was created by the Maryland General Assembly to provide Maryland crime victims the opportunity to have legal representation in the criminal court system. The Maryland State Board of Victim Services makes funding recommendations to the Governor's Office of Crime Control & Prevention, which administers and manages the Maryland Victims of Crime and Legal Services for Crime Victims grant projects.

III. Accomplishments

Annual Statewide Memorial Services

In partnership with the Victim and Witness Divisions of the State's Attorney's Offices, the Governor's Office of Crime Control & Prevention and the Maryland State Board of Victim

Services sponsor four regional memorial services each year during National Crime Victims' Rights Week. The memorial services featured inspirational speakers, musical performances, and quiet reflection which honored 3,940 crime victims of homicide, vehicular manslaughter, and missing crime victims and their families. These annual memorial services provide a safe, supportive and trusting space for families of crime victims to come together and share their stories. Many people who are passionate about serving crime victims assist with coordinating the memorial services because they understand the importance of having a positive outlet to help families cope with their grief.

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			

The 28th Annual Statewide Memorial Services were held on Sunday, April 2, 2017, and hosted by Baltimore, Prince George's, Talbot, and Washington Counties State's Attorney's Offices.

Maryland Crime Victims' Rights Conference

The Governor's Office of Crime Control & Prevention and the Maryland State Board of Victim Services held the *2017 Crime Victims' Rights Conference* on April 7, 2017, during National Crime Victims' Rights Week. A total of 344 participants attended the conference. The free, one-day conference offers professionals who work with victims of crime the opportunity to listen, learn and network with speakers and peers about emerging victims' issues and innovative approaches to empowering victims.

Governor Hogan presented three Victim Service Awards at the conference. The Vincent Roper Memorial Award is in recognition of outstanding work to secure crime victim justice for all in a quiet and selfless manner. This award was presented to Heather Courtney of the Baltimore City State's Attorney's Office. The Henry Gleim Memorial Award is in recognition of outstanding services to crime victims and those who work to serve them. This award was presented to Karen Greene of the Talbot County State's Attorney's Office, Victims Witness Division. The Virginia Mahoney Award is in recognition of a prominent state leader or high-ranking official who has epitomized true leadership in support of victim rights. This award was presented to Peggy Basham who recently retired from the Baltimore County State's Attorney's Office.

Nine workshops were offered during the conference which consisted of various topics, such as human trafficking, adverse childhood experiences, domestic violence and housing, and cyber crimes.

Roper Victim Assistance Academy of Maryland

The Roper Victim Assistance Academy (Academy) offers two levels of training to victim service professionals throughout Maryland; the basic program is a 40-hour standardized multidisciplinary academic curriculum program designed for newer professionals which is conducted as a one-week residential program. The 14th Academy was held June 5-9, 2017 with 51 professionals graduating from the program.

In addition to the basic training, the Academy also offered nine regional advanced training sessions with a total of 452 participants completing the training. All Academy training is nationally approved and certified for professional certification units and university credits. The Academy offers Continuing Education Units (CEUs) and university credits for both the basic and advanced training programs.

The Maryland Victim Assistance Certification Program is a state level certification program within the Academy. Certification is available in three levels which coincide with years of experience and training. There were a total of 69 certifications presented in FY17; 38 certifications at Level I, 12 certifications at Level II, and 19 certifications at Level III.

IV. Recommendations to the Governor

The Maryland State Board of Victim Services has articulated specific recommendations for future initiatives to be addressed by June 30, 2018. As required by the Criminal Procedure Article, § 11-914, the Maryland State Board of Victim Services is submitting recommendations to the Governor for the improved treatment and services available to Maryland's victims of crime, as follows:

- Recommendation #1: Examine existing statewide resource and referral portals for crime victims.

The Maryland State Board of Victim Services will review existing resources, such as 211 Maryland, in order to improve the dissemination of accurate information and increase victims' access and knowledge of services. These resources will increase engagement with victim service programs and supportive services for victims.

- Recommendation #2: Increase the number of victim advocates within law enforcement and bilingual victim advocates.

These advocates will be able to increase services available to bilingual victims and increase victim's knowledge of their rights. To address this need, the Governor's Office of Crime Control & Prevention announced a Specialized Services Notice of Funding

Availability under the Victims of Crime Assistance Program in September 2017, which included a priority area of law enforcement agencies hiring victim advocates.

- Recommendation #3: Expand training resources and availability for victim advocates and victim assistants throughout the State.

The Maryland State Board of Victim Services recommends the continued support of the Roper Victim Assistance Academy's basic and advanced training for crime victim service providers and first responders. The Roper Victim Assistance Academy training should be monitored regularly by the Governor's Office of Crime Control & Prevention and the Maryland State Board of Victim Services. The Maryland State Board of Victim Services will also continue to explore additional training needs and develop a plan to address those needs.

- Recommendation #4: Promote the expansion of victim service providers' use of technology to benefit victim's services and provide a seamless flow for resource coordination. Victim service providers should utilize case management systems to capture outcome based performance measures.

Through strategic planning processes with the Maryland State Board of Victim Services and other councils and committees, technology improvements were identified as a priority area for victim services. The Governor's Office of Crime Control & Prevention incorporated technology improvements such as upgrading information technology infrastructure and integrating and standardizing data collection systems across victim service providers into Notices of Funding Availability for several funding sources, including the Edward J. Byrne Memorial Justice Assistance and Victims of Crime Act Grants, as a direct result of the strategic planning processes.

The Maryland State Board of Victim Services has conducted a survey of victim service providers' usage of case management systems to determine benefits, problems, and costs of utilizing various case management systems.

- Recommendation #5: Maryland should develop long term strategies to meet the financial needs of crime victims. Provisions should be made to increase the collection of costs imposed on convicted defendants in District and Circuit Courts that are distributed into the Maryland Victims of Crime Fund and to the Criminal Injuries Compensation Fund. Increased revenue would address the mounting need that is necessary to continue supporting crime victims through services and compensation, statewide trainings, federal and state policies, technology and public awareness and community outreach.

The Board also considered issues relating to funding for victim programs. Under current law, court costs are assessed against criminal defendants and against persons convicted of motor vehicle offenses. These costs fund three programs: (1) the Maryland Victims of Crime Fund; (2) the Criminal Injuries Compensation Fund; and (3) the Victim and

Witness Protection and Relocation Fund. Over the past decade, court cost collections have decreased dramatically. This reduction appears to be due to a variety of factors, including fewer arrests because of the elimination of zero tolerance policing, the decriminalization of marijuana, the increase in speed and red light cameras which result in civil fines, and reduction of arrests in Baltimore City. The Criminal Injuries Compensation Fund receives a federal matching grant based on state contributions, so there is a loss of state and federal funds of nearly \$2 million from the mid-2000's. This may result in an inability to pay or a delay in paying claims. For the Victim and Witness Protection and Relocation Fund, it is anticipated that, at the current rate of collections and expenses, the amount going to protect victims and witnesses from threats and intimidation will have to be reduced by 2023. It is clear that options to increase funding for these programs will need to be considered.

V. Key Initiatives

Victims' 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.

Initiative objectives are as follows:

1. To improve the criminal justice system's response to victims of crime through systematic improvements of services provided to victims; and
2. To 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.

Within this initiative, the Governor's Office of Crime Control & Prevention advises criminal justice agencies on victims' rights. The Governor's Office of Crime Control & Prevention promotes and facilitates voluntary, efficient, and effective compliance with laws; analyzes agency implementation practices, policies, procedures, and tools; and recommends and resolves complicated questions and problems between victims and service providers in a non-adversarial manner. More specifically, the Governor's Office of Crime Control & Prevention responds to complaints received from crime victims across the state. Examples include:

- Frustration with lack of, or limited criminal justice agency responses to the crime, and confusion and/or failure to be informed of filing of nolle prosequi by prosecutors;
- 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.

In FY 2017, 15 complaints were received from various parts of the State (*as illustrated below*).

Jurisdiction	Number of Complaints
Anne Arundel County	1
Baltimore County	1
Baltimore City	4
Calvert County	1
Frederick County	1
Howard County	1
Montgomery County	1
Prince George’s County	3
Unknown	2
TOTAL	15

The Governor’s Office of Crime Control & Prevention seeks to refer victims with active cases to appropriate advocacy groups or responsible agencies, and to examine what occurred in cases which have been completed. As a result of the efforts made by the Governor’s Office of Crime Control & Prevention in FY 2017, the number of complaints that were received and addressed include the following (*as illustrated below*):

	Complaint Resolution	Number of Complaints
Closed Matters	Referred to Victim Advocate	3
	Referred to State’s Attorney’s Office	2
	Referred to Criminal Injuries Compensation Board	3
	Referred to Police	3
	Other	1

	Unknown	3
	TOTAL	15

Crime Victim Mandated Pamphlets and 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 chart below provides Statewide distribution of crime victim mandated materials between July 1, 2016 and June 30, 2017:

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	174,800
Law Enforcement <i>Crime Victims and Witnesses: Your Rights and Services</i>	Spanish	23,950
State’s Attorney’s Office <i>Your Rights as a Victim in the Criminal and Juvenile Justice Process</i>	English	55,900
State’s Attorney’s Office <i>Your Rights as a Victim in the Criminal and Juvenile Justice Process</i>	Spanish	15,000
State’s Attorney’s Office <i>Crime Victim Notification and Demand for Rights Form</i>	English	49,300
State’s Attorney’s Office <i>Crime Victim Notification and Demand for Rights Form</i>	Spanish	15,300
TOTAL Quantity Distributed		334,250

VI. Grant Programs

Maryland Victims of Crime Fund

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 Maryland serving victims of crime. The primary purpose of the Maryland Victims of Crime Fund is to ensure implementation of Article 47 of the Maryland Declaration of Rights establishing the Crime Victims’ Rights Amendment, the Federal Guidelines for Treatment of and Assistance to Crime

Victims and Witnesses, and other laws adopted to benefit victims and witnesses of crime (Criminal Procedure Article, § 11-916). The Maryland Victims of Crime Fund provides advocacy and support services to victims of crime for the purpose of developing and enhancing programs that serve victims of crime in Maryland.

The following were identified as the priorities of the Maryland Victims of Crime Fund for FY17:

- Direct Services for Victims of Crime;
- Victim Service Providers in Law Enforcement;
- Victim/Witness Service Providers in State's Attorney's Offices;
- Enhanced services and support for Child Advocacy Centers (Criminal Procedure Article, § 11-916); and,
- Enhanced services to crime victims that aid and promote the distribution of mandated pamphlets and educate them on their rights according to Maryland law.

The FY17 Maryland Victims of Crime Awards totaled \$554,331.52.

Legal Services for Crime Victims Fund

The Legal Services for Crime Victims Fund was created by the Maryland General Assembly in 2007. The Division of Parole and Probation and the Department of Juvenile Services collect court ordered restitution from adult defendants and juvenile respondents for subsequent distribution to crime victims. The Legal Services for Crime Victims Fund collects the unclaimed restitution when victims cannot be found. The money obtained from unclaimed restitution under this title is for annual grants to provide legal counsel for victims of crimes in the court system, and to protect victims' rights, as provided by law.

The following were identified as the priorities of the Legal Services for Crime Victims Fund for FY17:

- Developing or improving the delivery of crime victim services to underserved populations;
- Increasing accessibility to services for crime victims including transportation needs.
- Increasing accessibility to services for non-English speaking victims through the use of bilingual counselors, case managers, social workers, and victim-witness advocates.
- Enhancing legal services for victims by distributing additional resources to provide legal and witness victim advocate.

The FY17 Legal Services for Crime Victims Awards totaled \$291,902.84.

APPENDIX A
Maryland State Board of Victim Services Meetings & Membership

The Maryland State Board of Victim Services held four State Board meetings from July 1, 2016 to June 30, 2017.

Pursuant to the Criminal Procedure Article, § 11-912, The Maryland State Board of Victim Services is composed of the following members as of July 1, 2017:

Steven J. Kelly, Chair

Barbara Bond, Vice Chair, Attorney General's Office

V. Glenn Fueston, Jr., Governor's Office of Crime Control & Prevention

The Honorable Wes Adams, Anne Arundel County State's Attorney's Office

Bonnie Ariano, Department of Human Services

Anne T. Bean, Service Provider, Cecil County Department of Social Services

D. Scott Beard, Department of Public Safety and Correctional 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

Karin Greene, Criminal Injuries Compensation Board

R. Gary Hofmann, III., MD Sheriffs' Association, Queen Anne's County Sheriff

Molly Knipe, Service Provider, YWCA of Annapolis and Anne Arundel County

Adam Lippe, Esq., Public Member, Baltimore County State's Attorney's Office

Jill Ritter, Public Member, Washington County State's Attorney's Office

Alonzo Robertson, Public Member, Maryland Crime Victims' Resource Center

Lisa Spicknall-Horner, Public Member, Mothers Against Drunk Driving

Debra Tall, Service Provider, Anne Arundel County Police Department

Chief Teresa Walter, MD Association of Chiefs of Police

Jeanne Yeager, Public Member, Mid-Shore Council on Family Violence

As of December 2017, the Maryland State Board of Victim Services has two vacancies.