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Victims of Crime: System Navigation

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Abstract

Santa Cruz County's Shared Safety Workgroup, a collaborative chapter of United Way Santa Cruz, is working to better meet the needs of survivors and victims of crime. Due to the complexity of their trauma and the systems they navigate many survivors of crime are experiencing re-victimization. UWSCC attempted to create a comprehensive system mapping process for Santa Cruz County's survivor-serving system with the assistance of community agencies. The expected outcome of the system mapping project is to create the first-ever system mapping tech platform that uniquely autogenerates services for survivors of crime while eliminating specific barriers based on their individual needs. This level of system mapping had never been done statewide or nationally which prolonged the completed project. The project shifted to focus on three agencies that helped to develop three infographics used to distribute to survivor-serving agencies to connect survivors of crime to resources and avoid re-victimization.

Keywords: *crime survivors, system-mapping, system navigation, victims of crime, Santa Cruz.*

Agency & Communities Served

United Way Santa Cruz County's mission is to, “ignite our community to give, advocate and volunteer so that our youth succeed in school and life, our residents are healthy, and our families are financially independent” (United Way of Santa Cruz County, n.d.). The Community Impact Department whose focus is the Santa Cruz County Shared Safety Workgroup (SSW) is explicitly working to meet the needs of crime survivors in Santa Cruz County whose population totals 267,792 (U.S. Census Bureau, 2021). Crime survivors incorporate a diverse group of people with lived experience including but not limited to; survivors of violence, family survivors of murder, survivors of abuse, survivors of gang violence, survivors of financial exploitation, and survivors of domestic violence, sexual assault, and human trafficking. The Workgroup, which includes representation from justice, government, community members, service providers, and survivors of crime, comes together monthly to grapple with complex issues and topics related to public safety and crime survivors/victims. In 2021 there was an estimated total of 6.3 million victims of crime in the United States (*U.S. Crime Victims, by Type of Crime 2021*, 2021). Shared Safety involves centering survivors viewing safety as well-being, emphasizing a public health approach, working to break the cycle of harm, and making the system work. The Community Impact Department is also affiliated with United Way’s 2-1-1 hotline, an extensive communal resource database, as well as multiple other affiliate youth programs such as Youth Action Network and Jovenes Sanos.

Problem Model Background and Literature Review

| Contributing Factors | Problem | Consequences |
|----------------------|--|--|
| Vulnerability | Crime survivors are experiencing revictimization | Physical, emotional, mental, and psychological effects of trauma (including mortality) |

| | | |
|---------------------------------------|--|-----------------------------|
| Lack of trust in the system | | Continuation of unmet needs |
| Resource availability & accessibility | | Restricted access to care |

Problem Statement

Due to several contributing factors, crime survivors are experiencing revictimization. Leading research shows specifically victims who experienced sexual abuse, especially in adolescence, make them more vulnerable targets for re-victimization. According to Walker et al, in a study including 12,252 sexual abuse survivors, almost half (47.9%) reported instances of revictimization (Walker et al., 2017). Re-victimization is sadly a common experience for many crime survivors due to re-engagement with offenders, specifically, those who have experienced harm at the hands of intimate partners.

Relational-based crime victims are not the only ones to experience revictimization. Crime unfortunately affects diverse populations. The 2022 National Survey of Victims' Views on Crime data reports that revictimization exists among those who have experienced violent crime. Specifically, 63% of violent crime survivors have been repeatedly victimized (Alliance For Safety and Justice, September 2022). Due to poor resource availability and accessibility, lack of trust in the system, prior vulnerabilities, and systematic barriers, survivors of crime are experiencing repeat victimization. They need supportive prevention to intervene so the problem does not continue.

Contributing Factors

There are many reasons and unique circumstances that play a part in survivors continuing to experience revictimization, one of them being vulnerability. Vulnerable populations include people with low incomes, people who have been systematically oppressed, minorities, people

with disabilities, people who are part of the LGBTQ community, people experiencing homelessness, and those with criminal records are significantly more vulnerable and therefore could end up becoming victims of crime (Alliance For Safety and Justice, September 2022). Not to forget the most vulnerable of all, children, and the likelihood of those who have experienced harm as children contribute a great deal to experiencing victimization later in adulthood (Widom, Cathy Spatz, et al., 2008). Past victims are targets for revictimization because of their vulnerabilities such as having greater self-blame and emotional regulation difficulties (Relyea & Ullman, 2016). Abusers target vulnerable victims because they believe they are easier to control, manipulate, and then can be exploited.

Another contributing factor to those experiencing repeat victimization is the survivor's lack of trust in the system. Historically, the crime survivor population is typically made up of those who have been systematically oppressed most of their lives. When services are needed but system navigation is required to gain access to said services, many survivors do not take the steps needed to gain access to care because they often do not trust the system that has caused previous harm. One study concluded survivors are concerned about the consequences of disclosing information about their experience to a service provider (Robinson et al., 2020). One in three victims receives no support after experiencing a crime (Alliance For Safety And Justice, July 2022). A 2019 Californians for Safety and Justice survey found that crime victims who are low-income, younger, and people of color are less likely to report crimes. Two out of every three victims under the age of 45 (67%) are less likely to report and victims who identify as poor or below middle class are (66%) less likely to report a crime (Californians for Safety and Justice, 2019). Additionally, those who did report crimes experienced little follow-up as 4 in 5 victims say their reported crime was left unsolved (Alliance For Safety and Justice, September 2022),

creating more distrust in the system. Consequently, due to their repeat revictimization, survivors of crime experience restricted access to the care and services they need.

With seven out of ten victims of a violent crime reporting they have been repeatedly victimized (Alliance For Safety and Justice, July 2022) a conclusion is that resource accessibility and availability are contributing to this high statistic. Nearly half of the victims who did not get the supportive services they wanted also did not know where to find support (Alliance For Safety and Justice, September 2022). Accessibility challenges, which can be linked to vulnerabilities such as language barriers, disabilities, and identity issues, prevent survivors from accessing services (Robinson et al., 2020). Communities need an average of seven system navigators for every 185 people in need of supportive resources (Alliance For Safety And Justice, July 2022). Navigating the system alone is not only intimidating but a lot of misinformation is out there, survivors of crime benefit greatly from case managers and advocates that can assist in obtaining reliable and accessible resources for victims.

Consequences

According to the Alliance For Safety and Justice's report, the highest indicator of future victimization is being a victim previously (2022). Consequences of revictimization include a multitude of physical, emotional, mental, and psychological setbacks due to the effects of trauma. These types of biological, psychological, and mental repercussions are not limited to mortality and death. People who are repeatedly victimized are likely to experience greater complex health issues like depression and suffer the psychological effects of post-traumatic stress disorder (PTSD) more often than other crime survivors (Alliance for Safety and Justice, 2022). Seventy percent of survivors of crime surveyed said they experience habitual stress or anxiety (Alliance For Safety and Justice, September 2022). The complex health issues of repeat

victims of crime are oftentimes elevated and long-lasting due to compound drug use, and social, political, and economic barriers that this population typically suffers from (Kiekens et al., 2022).

The COVID-19 pandemic has greatly affected all communities but has made a lasting impact on those who have a history of restricted access to care, including medical services and mental health services. There are medically underserved areas in America, rural areas which cut the number of doctors available by more than half, consider the shortage of 13 doctors to 10,000 people when typically in urban cities 31 physicians for every 10,000 residents (Alliance For Safety and Justice, July 2022). Survivors of crime may have already experienced restricted access to care during their victimization due to their inability to report the crime or receive medical care due to fear or distrust in the system. Only half of those injured during a violent crime, actually pursue medical treatment (Auman-Bauer, 2020).

The vulnerability level of this population is extremely high, which contributes to a greater level of care required. The needs of survivors often go unmet long after victimization has occurred. Depending on where survivors live, and the primary language they speak, most crime survivors continue to lack access to services (Californians for Safety and Justice, 2019). The pandemic also contributed to greater illness, less wellness deepened economic insecurity, and more isolation among the crime-survivor population (Alliance For Safety and Justice, July 2022). Due to the impact trauma has on one's person, isolation can be a contributing factor in the unmet needs of survivors of crime. The continuation of unmet needs only perpetuates the cycle of harm.

Capstone Project Proposal and Implementation Process

As the Shared Safety Workgroup has engaged survivors of crime, Workgroup members have frequently heard how challenging and complex navigating the survivor-serving system is. The Shared Safety Workgroup is partnering with the Department of Justice's Office for Victims

of Crime Training and Technical Assistance Center (OVC TTAC) to conduct a comprehensive system mapping process for Santa Cruz County's survivor-serving system. This process will build off the data that has already been collected through the Survivors at the Center report (2020) development process and the recent Survivor System Mapping Workshops hosted in February & March of 2022. Since the inception of this project in 2021, the project coordinator held a seat at a table by attending 11 meetings with the Office of Victims of Crime over the course of 10 months, brainstorming with community partners, and researching and writing tech platform proposals.

The Community Impact Department and CSUMB project coordinator has assisted in drafting multiple system maps, yet the Shared Safety Workgroup hopes to develop a master visual *System Map & Flow Chart* that reflects how individuals move through the local survivor-serving system, including various entry points within that system. Shared Safety Workgroup plans to explore ways to map out resources and navigation processes related to criminal justice, legal services, education, health, psychosocial supports, child welfare/family & children's services, shelter, financial resources, various non-profits, as well as alternatives to the traditional criminal justice system (e.g., restorative justice).

The Shared Safety Workgroup and project coordinator compiled a list of resources and their processes, such as referrals, eligibility criteria, costs, waitlists, language, geographic access, availability of transportation and childcare, as well as the types of crimes and ages that the resources address. The project coordinator was responsible for gathering, collecting, and inputting data for these resources and meeting and encouraging participation from community members who have a role to play. The project evolved with the development of two documents, a taxonomy of survivor-serving organizations and resources, as well as the survivor taxonomy

which included the criteria from above to help agencies, case managers, advocates, and eventually the tech platform accurately pair victims/survivors with services they need and qualify for and help avoid re-victimization.

This capstone project addresses the issue of resource availability and accessibility for crime survivors, especially those experiencing revictimization. Survivors and case managers alike express the many challenges they face when navigating systems. Crime survivors often go undetected and unsupported by the current systems. Those who are especially at risk for victimization also come from marginalized communities and/or who have committed crimes themselves (Santa Cruz County, 2020). The project focuses on the importance of system navigation and finding and obtaining services that are best fit for the unique circumstance of the survivor whose previous needs might have gone unmet. The inaccessibility to resources has been related to underreporting and unaddressed trauma, with better system navigation and system navigators to assist in the process, the goal is to offer solution-based resources for crime survivors that instill recovery and prioritize survivor services (Santa Cruz County, 2020).

Project Description Justification

The final project is to conduct a comprehensive system mapping process for Santa Cruz County's survivor-serving system navigators with the assistance of tech support and community agencies. The proposed project meets best practice standards due to the resource populating part of the platform, it eliminates the constant intake forms, rejection phone calls, and survivors being told they are meeting qualifications for certain programs and therefore denied services. This is not only retraumatizing to the survivor but could add to the consequences discussed previously, distrusting the system, underreporting, and potentially revictimization. Both advocates and survivors identified key service needs and access barriers. Evidence suggests there will be

positive outcomes to this project due to a qualitative model study done which supports system mapping for complex public health issues. The article suggests that understanding the overall issue comes from analyzing system maps, the systems are then used to identify root causes and pinpoint interventions that can lead to adaptation in the system and overall better navigation for survivors (Kiekens et al., 2022).

The expected outcome of the macro-level project is to create the first-ever system mapping tech platform that uniquely auto-generates services for survivors of crime while eliminating specific barriers based on their individual needs. Yet to enable survivor-serving agencies to better outline paths to services through three primary access points three infographics were created and distributed. There may be other promising outcomes to the project because providing better access to services in contributing to victims' path to healing. Victims achieving stability has shown to be an effective way for survivors to heal and not experience revictimization or turn to crime themselves (Alliance For Safety And Justice, 2022). Stability and safety are pivotal for survivors of crime to build resiliency and enter back into the community to thrive.

Benefits

If done well, this project has the potential to be duplicated across counties within California and expand nationwide. The state of New York is the only state currently providing a comprehensive system navigation platform for crime victims (*Advanced Search for Custom Resource Listing*, n.d.).

Many survivors of crimes are unaware of the services, resources, and sometimes compensation available to them. The benefits of the platform are its ability to list available resources and services but also include detailed information about each component, such as

processes, referrals, eligibility criteria, costs, waitlists, language, geographic access, availability of transportation and childcare, and the types of crimes and ages that the resources address. The platform will be versatile and user-friendly, allowing the survivor to use it and input their own information *or* allowing case managers, system navigators, advocates, therapists, and anyone serving the individual to easily access and use the platform. This allows the system navigation for both survivor and service provider a more centralized and accessible experience. The development of a tech platform will provide a comprehensive way to build bridges, identify where service gaps exist for both the survivor and the service provider, and help them navigate the system more efficiently and easily.

While the necessary funding is secured to build out the tech platform UWSCC came up with ways to still assist crime survivors in the community. Based on a Canadian model titled Access Pathways, the project team was able to expand on three different navigation pathways crime survivors might take in order to receive services. Working alongside the County Office of Education, Sheriff Office, and District Attorney's Office the project team created step-by-step guides for community members, including case managers and advocates to use while helping victims and survivors navigate the system. From the Access Pathway Documents, the project coordinator then created infographics for survivor-serving agencies. The infographics outline three access points, the police, the courts, and schools to show victims/ survivors exactly what happens when contacting these agencies which previously may have seemed intimidating. Allowing survivors more ways to access services and creating a spirit of transparency between victims and the information received.

Implementation Process

The implementation of the survivor system mapping project is ongoing. This project has

gone through many stages of development as shown in the Project Implementation Plan Table. The Shared Safety Workgroup met 9 times between February 1, 2022, and April 1, 2023, where workgroup members including the project coordinator discussed, brainstormed, and engaged in the project together. There were two workshops held at the beginning of 2022 that engaged over 30 community leaders representing 20 different organizations from sectors such as justice, health, government, nonprofits, grassroots, and community. The workshops were spent collectively attempting to map out the journey of victims of crime both for youth and adults. Stakeholders and the project coordinator mapped out various entry points using multiple platforms such as coggle, jam board, and zoom breakout rooms. While the system mapping proved to be more than complicated, the team decided to focus on three pathways a victim may encounter through the justice system, police, and the school based on the engagement and willing participation of three major partners.

The three partners who contributed most to the development of the project were the County Office of Education, the Sheriff's Department, and the District Attorney's Office. Meetings in developing overarching Access Pathway documents that broadened the experience a survivor may encounter when navigating the system. The Tech platform is focused on specific crimes and unique survivor experiences, while the access pathway documents helped agencies lay out the framework of the steps a client might walk through when navigating the various systems. Infographics were created by the project coordinator based on the Access pathway documents to share with survivor-serving agencies. The infographics streamline the idea of three possible access points to receive help and services. The finish line for the entire system mapping project will be available online but is still a long way out. The creation of the infographics and

community distribution is a way to reach victims of crime and have them see the full picture of what to do after experiencing harm.

Expected Outcomes & Assessment Plan

The short-term goals of this project are to increase provider and survivor knowledge of resources available through infographics. The infographics show how to navigate the survivor-serving system through both the justice system and non-justice system entry points and to increase the utilization of survivor resources. Long-term, the project's goal is to increase survivor well-being. The Shared Safety Workgroup expects to accomplish and achieve many goals by implementing this project in Santa Cruz County. The tech support platform aims to ensure the survivor and service providers have detailed and comprehensive information on the referrals and available resources handpicked for the individual in need of support. The infographics were a small piece of the overarching system mapping project yet the infographics were expected to be shared and distributed to 30 partner agencies.

The system mapping project implementation is the first of its kind in Santa Cruz County and beyond. Except for a slightly altered attempt done in New York State, this project is considered new and has not yet been implemented across the nation. The Community Impact Department of United Way in collaboration with California State University Monterey Bay and the Office of Victims of Crime tech support expects to reach something like the New York victim navigation platform but better.

Project Results

Realizing how complex the system mapping piece was, the team could not create an online tech platform with full functionality for victims of crime in the timeline expected nor could the team or agencies map out an accurate paper version due to the complexity of survivors. That is when the project coordinator pivoted to focus on three simple access points for victims of crime. She made sure to collaborate with agency partners in order to deliver factual information to victims of crime. Creating transparency and trust with a population who often time does not report due to fear and uncertainty of outcomes.

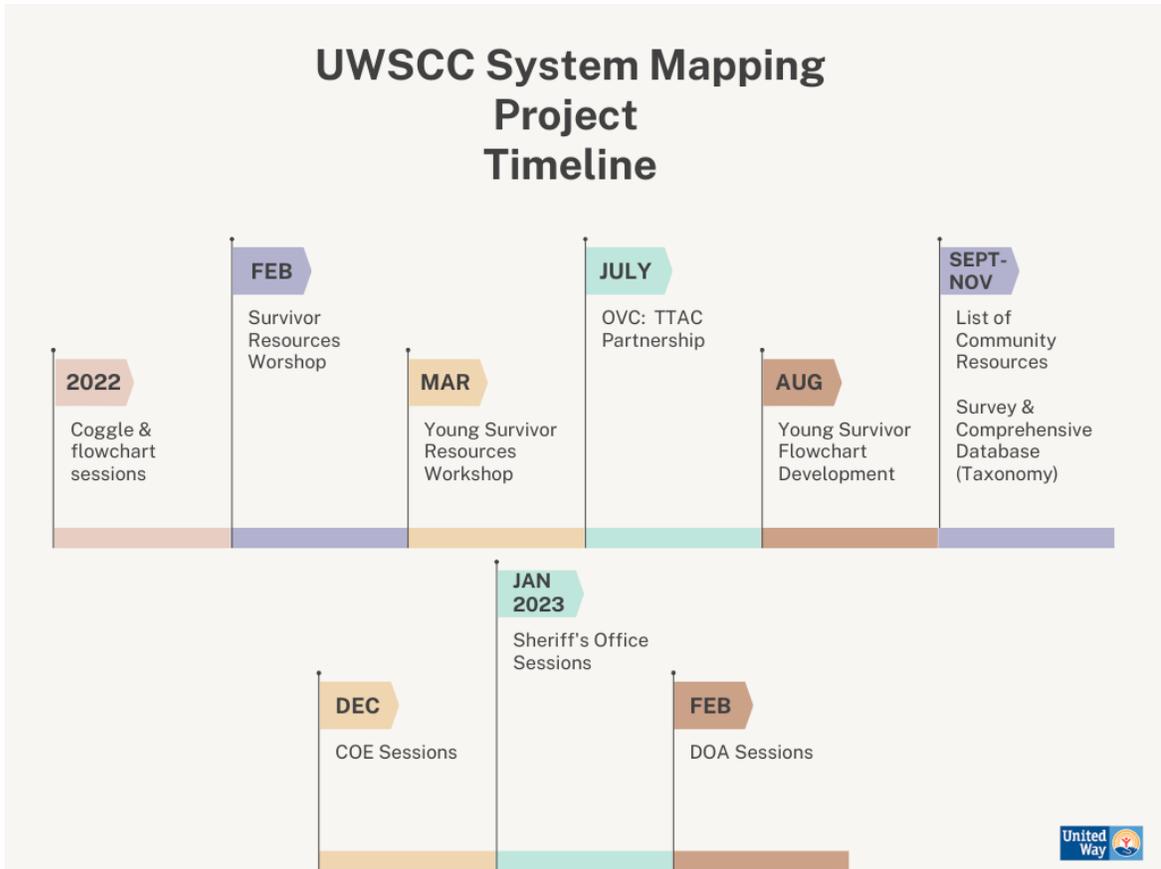
To narrow down the various pathways a survivor could navigate the team asked the Shared Safety Workgroup members for their participation in this project. Three specific partners out of the 30 agencies were chosen based on their commitment to collaborate. Partnering with community organizations can be challenging but the active participation of the Sheriff's department, District Attorney's office, and County Office of Education has shown their commitment and belief in the expected outcome of the system mapping project. These three agencies shared the step-by-step process a victim/survivor would take and the project coordinator wrote the steps in the Access Pathway document. From the development of the document the project coordinator then turned the Access Pathway document into three separate infographics titled "What Happened When You Contact the Police", "What Happens When You Report- A Guide Through The Courts", and "If You Are The Victim of A Crime At School". These infographics are for agencies, case managers, system navigators, and even the survivor themselves.

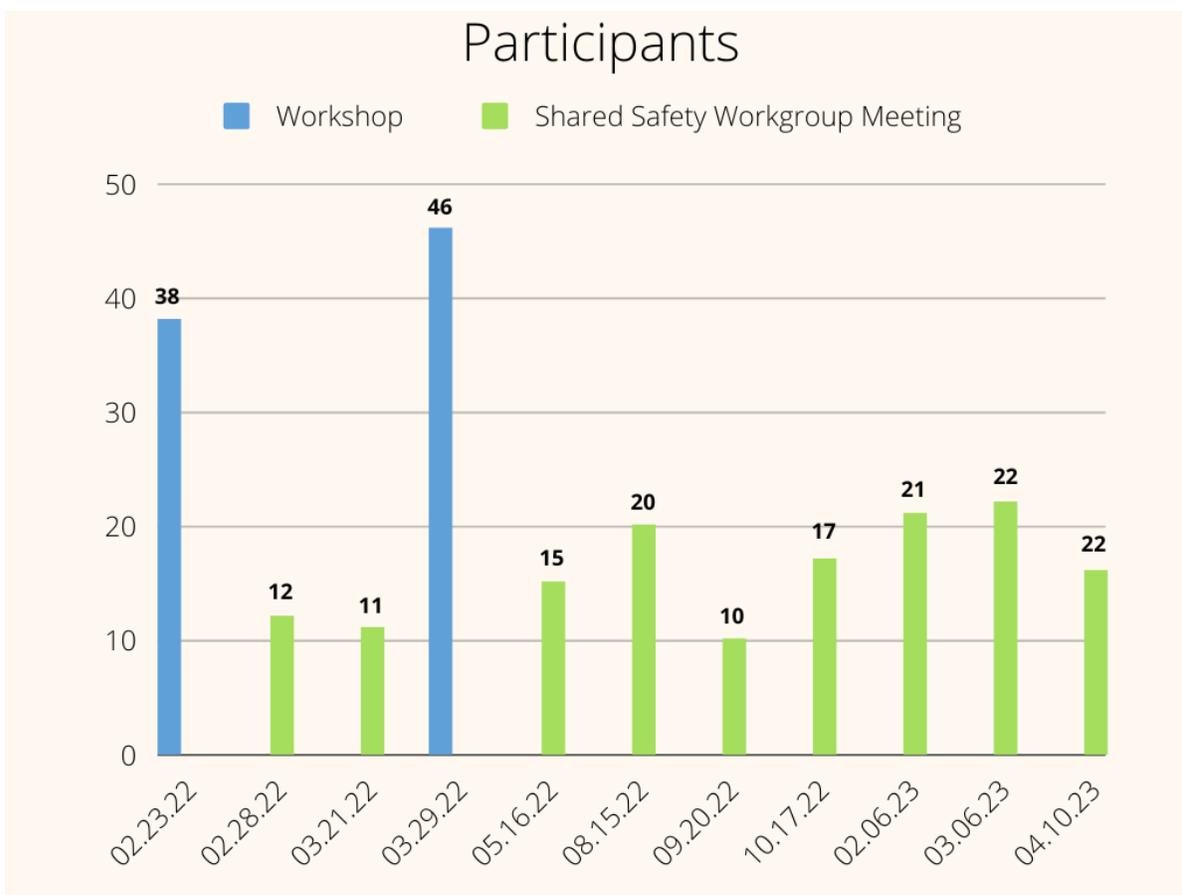
The potential impact from a qualitative lens is best represented by the response from county leadership. This project had representation from 30 survivor-serving agencies who

participated in workshops, submitted organizational data, and helped develop the system map and/or provide services for victims/survivors in need. The engagement of these 30 agencies enabled the creation of a comprehensive community database. Due to the complexity of the macro level project that is still ongoing the project coordinator pivoted part of the project to the creation of infographics this allowed for something tangible community members could distribute to the survivors they serve

The project coordinator is able to measure the number of people who attended each Shared Safety Workgroup Meeting and past workshops from the meeting notes and post-workshop surveys. Over the course of 9 Shared Safety Workgroup Meetings, this project reached over 30 community leaders, representing 20 different organizations, from sectors such as justice, health, government, nonprofits, grassroots, and community. Workshop One held on February 23, 2022, had 15 participating organizations and 38 attendees (*Survivor System Workshop Report, 2022*).

Workshop Two held on March 29, 2022, had 18 participating organizations and 46 attendees (*Survivor System Workshop Report, 2022*). The objectives of the workshops were to increase provider knowledge of survivor systems process and resources available and strategize on ways to increase access to utilization of existing survivor services. The infographic was presented to 17 representatives at the April Shared Safety Workgroup meeting. This project has the intention of reaching at *least* 30 agencies with the infographic.





Conclusion & Recommendations

United Way Santa Cruz County and supportive partners started this project because studies show survivors of crime are often revictimized. I believe that creating resources to adequately provide for the needs of survivors of crime will be a preventative factor to re-victimization. The complexity of each survivor’s individual experience contributes to the way each person accesses or does not access services. I believe this project laid the foundation to one day make the survivor system experience not only easier but with thoughtful attention to their specific needs. I hope the information gathered and distributed from the infographics transparently provides survivors with a tool to make more informed choices as to which pathway to take if they have experienced harm.

United Way Santa Cruz County and collaborative agencies and partners were able to identify the gaps in services for survivors of crime very easily. It was obvious to see the need for great for victims of crime but shifting the thinking towards the way survivors access the resources they need showed to be more challenging. Knowing what I know now about the complexity of the issue I would not have tried to organically map out the pathways of survivors ourselves or with the community. Instead working with the Office of Victims of Crime from the beginning would have given the project team a leg up on the tech platform and saved a lot of time attempting to create flow charts. Overall the investment in this project has not only been insurmountable but time-consuming, however, the potential outcome also has the ability to be insurmountable. I am excited for the future and feel honored to have played a part in contributing to the lives of survivors and the communities they live in.

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Appendix

A. Project Implementation Plan

| Activities | Deliverables | Timeline/Deadlines | Supporting Staff |
|---|--|-------------------------|---|
| Shared Safety Workgroup Meeting | System Mapping Project | 03/03/2022 | Sarah Emmert |
| Flow Chart Attempts | Community Mapping | 02/01/2022-03/17/2023 | Sarah Emmert |
| Survivor Resources Workshop | Meeting Notes | 02/23/2022 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 03/03/2022 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 03/28/2022 | Sarah Emmert |
| Young Survivors Resource Workshop | Meeting Notes | 03/29/2022 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 04/28/2022 | Sarah Emmert |
| OVC Partnership | Technical Assistance Proposal | Summer 2022-Summer 2023 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 08/15/2022 | Sarah Emmert |
| Young Survivors Flowchart Development Session | Jam Boards | 8/29/2022 | Sarah Emmert |
| List of Community Resources | Taxonomy Created | 9/1/2022 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 09/20/2022 | Sarah Emmert |
| Survey & Comprehensive Data Base | Survey Responses | 10/2022 | Sarah Emmert |
| Shared Safety Workgroup Meeting | System Mapping Project | 11/07/2022 | Sarah Emmert |
| COE Sessions | Meeting Notes & Develop Access Pathways doc | 12/2022-02/28/2023 | Sarah Emmert, Ferris Sabbah |
| OVC meeting | Meeting with OVC & Mentor discuss tech support | 01/26/2023 | Office of Victims of Crime Mona, Sarah Emmert |
| Made outreach calls to SSW members | Used roster to contact workgroup members | 01/31/2023 | Self |
| Sherrif Office Sessions | Develop Access Pathways doc & infographic feedback | 01/2023-2/28/2023 | Sarah Emmert; Ian Patrick |

| | | | |
|--|--|--|--------------------------------|
| Follow up with Ian from Sherrif’s Office | Input his Access Pathways feedback & update infographic | 02/01/2023 | Ian Patrick |
| Access Pathways from COE based on meeting notes | Take Meeting Notes & Draft Develop Access Pathways doc | 02/03/2023 | Self |
| Created Timeline | System mapping project timeline for Sarah on Canva | 02/03/2023 | Sarah Emmert |
| Create Infographic for COE | Took access pathway document and made Canva infographic for County office of ED. | 02/05/2023 | Self |
| Create Graphic for Survivor Engagement | Canva | 02/05/2023 | Sarah Emmert |
| Shared Safety Workgroup Meeting | Present Project Update to SSW members | 02/06/2023 | Sarah Emmert |
| Schedule Meetings with DA & Sheriff office | Emails | 02/06/2023 | Self |
| Capstone Paper #1 | Writing, editing | 02/09/2023 | Self |
| DA’s Office Sessions | Develop Access Pathways doc & infographic feedback | 2/10/2023 2/17/2023 2/28/2023 3/24/2023 | Sarah Emmert, Michael Mahan |
| Shared Safety Workgroup Meeting | Present Project Update to SSW members | 3/6/2023 | Sarah Emmert |
| Finalize Access Pathway Document | Feedback from Agency partners | 3/20/2023 | Sarah Emmert |
| Document Completed | Access Pathway Completed. | 3/20/2023 | Sarah Emmert |
| Create DA Infographic | Based on Meetings & Access Pathways Doc | 3/24/23-4/10/2023 | Self |
| Reach out to community partners for feedback | Outreach calls/Emails | 3/20/2023 | Sarah Emmert |
| Community Feedback/input | Implementation of feedback | 3/27/2023 | Sarah Emmert |
| Schedule follow-up meetings with partners (if necessary) | Meetings | 3/31/2023 | Sarah Emmert |
| Have reviewed all infographics with partners | Implement feedback from partners | 3/31/2023 | Sarah Emmert |
| Infographics Final Draft | Agency Approval | 3/31/2023 | Sarah Emmert |

| | | | |
|--|--------------------------------|-----------|--------------|
| Have partners reach out to survivor networks | Lived Experience Feedback | 4/10/2023 | Sarah Emmert |
| Survivor Engagement Sessions | Survivor Feedback | 4//2023 | Sarah Emmert |
| Shared Safety Workgroup Meeting | Present Completed Infographics | 4/10/2023 | Sarah Emmert |

Appendix B:

[List of Community Resources](#)

Appendix C:

1. [What happens when you call 911](#)

2. [Courts Process](#)

3. [Victim on School Campus](#)

Access Pathways

WHAT HAPPENS WHEN YOU CONTACT THE POLICE




1 CALL 9-1-1

- a. Operator will confirm your address and assess the immediate danger level. Based on this assessment, your call will be prioritized.
- b. If you are in immediate danger, the operator will stay on the phone with you until the police arrive.
- c. If you are in a safe place and are reporting something that's happened previously, the operator will note this and police will come to you after they have gone to other emergencies at that time.
- d. You may also request the police call you by phone rather than respond in person.

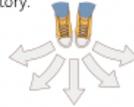
2 WHEN THE POLICE ARRIVE

They will speak to both parties separately, and will also speak with the children or any other witnesses.



3 POLICE OFFICERS WILL WANT TO TAKE STATEMENTS

It is YOUR choice whether you provide a statement of what's happened or not. You are within your rights to do this. A statement is your opportunity to tell your side of the story.



4 POLICE OFFICERS WILL MAKE A DECISION

- a. Based on the scenario if they will arrest someone.
- b. In most family violence incidents, the decision whether to make an arrest is at the discretion of responding police officers only, as determined by legal requirements. You will have an opportunity to express your wishes which will be factored into the final determination and documented in a police report.



5 EMERGENCY PROTECTION ORDER (EPO)

Whether charges are laid or not, police may inquire whether the victim wants an EPO.



- a. An EPO is a document that is a court order. EPO may be issued for a maximum of 7 days. It provides protection to the victim (and if desired their children) and bans the offender from having any contact with the victim. It may ban the offender from going to the home address for a certain amount of days.

6 BEFORE POLICE LEAVE

Any person that experienced harm is provided with information to access resources like counseling and safety planning.



- b. Because this is a court order, if the offender violates these rules, they will be charged for violating the court order and will be arrested.



7 IF SOMEONE IS ARRESTED FOR A CRIME

- a. They will either be released immediately by police after being given a "promise to appear" which will highlight when they need to appear in court and what rules they must follow, or they will be held in jail until they appear in front of a judge.

- b. When the offender is released there will be a set of rules that they have to follow. These rules can include no contact with the victim and children, a ban from going to specific addresses, a ban on weapons, a ban from consuming alcohol and drugs, etc.



8 CHILD PROTECTIVE SERVICES (CPS)

If there are children in the home, (CPS) will also be notified.

- a. CPS will assess the situation and decide if they need to open an investigation or not.
- b. Many times they decide that there is a parent that is protecting the safety of the children, and they will not open a file.
- c. However, if they are unclear or want to ensure the children are safe, CPS will contact both parents and do an assessment.

Please note that this resource is for informational purposes only. Every incident is treated differently and will not be exactly as outlined here. If you are in immediate danger, please contact 9-1-1.

Access Pathways

WHAT HAPPENS WHEN YOU REPORT? A GUIDE THROUGH THE COURTS




1

FILING PROCESS

a. After the investigation has begun, the police will start sending the District Attorney's Office their reports.

b. From those reports the District Attorney's Office will determine what if any charges are appropriate based on the investigation and evidence presented.

c. A filing decision may not happen immediately if there is further investigation needed, outstanding evidence to be collected, or if no crime has actually occurred.

2

WHILE WAITING ON A FILING DECISION

During this time if you or a family member are involved they can reach out to the District Attorney's Office for the status of the case and to go over any questions. For information please call: 831-454-2299




3

COURT PROCESS

a. Once a decision has been made to file charges the Court will put the defendant on the calendar for their arraignment.

b. Before the arraignment a victim advocate should be assigned to the case to keep the victim informed and help provide services.



4

ARRAIGNMENT

a. At the first arraignment date the defendant will have an attorney appointed/hired and enter a plea of guilty not guilty. Any interested party will also have a chance to meet the lawyers on both sides and discuss options for the case.

5

IF THE CASE IS A FELONY

a. If the case is a felony it can be set for a preliminary hearing or a future setting of the preliminary hearing date.

b. At a preliminary hearing, the court, not a jury, determines if there is enough evidence to say that it is more likely than not that the charges are true.

c. A victim may or may not have to testify at this hearing that decision is made by the Attorney at the District Attorney's office.

d. If the court finds there is enough evidence at the preliminary hearing the case will move forward for another arraignment.

e. If the case is a misdemeanor there is no preliminary hearing and either a future setting date or a jury trial is scheduled.

6

AT THE ARRIGNMENT

a. At the arraignment of the information the defendant again has the opportunity to enter a plea of guilty or not guilty. If they continue to plea not guilty the case will either be set for a future setting date or a jury trial.

b. The timing of the jury trial can depend on several factors, but the defendant has the right to request a speedy trial in no more than 30 days for misdemeanors and 60 days for felonies.



7

JURY TRIALS

a. At a jury trial, witnesses, including police and the victim, will testify in front of at least 12 jurors.

b. The Jury determines by a unanimous decision whether the defendant is guilty or not guilty of the crimes charged.



8

YOUR RIGHTS

Under the California State Constitution Article I, § 28 Section (b) several enumerated rights have been codified for victims of crimes under "Marcy's Law". You have these rights at all stages of the proceedings. For any questions please contact: 831-454-2299

Please note that this resource is for informational purposes only. Every incident is treated differently and will not be exactly as outlined here. If you are in immediate danger, please contact 9-1-1.

Access Pathways

IF YOU ARE THE VICTIM OF A CRIME AT SCHOOL



Please note that this resource is for informational purposes only. Every incident is treated differently and will not be exactly as outlined here. If you are in immediate danger, please contact 9-1-1.



1 STUDENT SENT TO ADMIN

a. If a student is in immediate danger or reporting a past crime, then students may be sent to the Admin Office or to an on-site school counselor.

b. The Admin Office can be a place for students to report something that's happened. Admin can refer the student to a school-based counselor (academic or school emo. counselor)

2 FAMILY ENGAGEMENT

The family should be contacted within 24 hours. However, this does not always occur.



4 ACADEMIC SUPPORTS:

a. Academic Support are Initiated: only if student is out of school due to injury, trauma recovery, mental health, etc.

b. If needed, school administrator initiates Home & Hospital program which can take a few weeks to activate but will also the student to work independently off campus.

c. A Teacher is assigned to drop off student's workload.

d. School Administer begins coordinating more supportive connections/referrals for students & their families.



3 REFERRAL

a. The Admin Office will make a paper or email based referral for the Student

Ex. Encompass or PVPISA (for mental health supports) or other appropriate victim resources



5 SCHOOL RESOURCE OFFICER (SRO)

a. SROs are only utilized if one already exists on campus (for rights).

b. Reporting & law enforcement are called in when physical injury is impactful or if it is considered battery.



6 ENGAGEMENT WITH LAW ENFORCEMENT:

a. According to the penal code, some situations require law enforcement. Other times it's subjective.



7 ADDITIONAL SERVICES

If there is concern about the student requiring additional services

a. Teachers send a request to the school administrator

b. Administrator sends referral to student services/counselor if available

c. Caseworkers (counselors) or even the Vice Principal or Principal

d. If Restorative Justice Programs are available at school site, utilize those resources.

