

Tribal Victim Assistance Evaluability Assessment Final Report:

Lummi Nation Victims of Crime Program

Authors: Lisa Newmark, Ada Pecos Melton (American Indian Development Associates), and Elizabeth Cincotta



Contents: Lummi Nation

Grantee:	1
Grant Duration:.....	1
Current Award Amount:	1
Project Summary:	1
I. Initial Project Screening.....	2
A. Literature Summary and Application Review	2
B. Background/History of this Project.....	4
C. Data Systems.....	7
II. On-Site Evaluability Assessment.....	8
A. Intervention and Implementation.....	8
B. Target Population (<i>Interview Target Population if appropriate</i>)	10
C. Data Systems, revisited	11
D. Staff and Partners (<i>Interview Staff and Project Partners if available</i>).....	12
E. Recommendations	14



GRANTEE:

Lummi Nation Victims of Crime Program (LVOC)

GRANT DURATION:

9/1/03-8/31/04

CURRENT AWARD AMOUNT:

\$115,331

PROJECT SUMMARY:

LVOC aims to provide ongoing, healing resources and support to victims of all crimes to help them uphold their legal rights. Through community education, they hope to establish an environment that is less tolerant of criminal activities. Specific goals for TVA funding include expanding services to domestic violence (including intimate partner violence, child abuse, and elder abuse) and sexual assault victims, strengthening tribal domestic violence laws, and educating the community about victimization and LVOC services. The LVOC Program has been in operation since 1989, with support entirely from grant funding until the last several years, at which point the Tribal Council began providing supplementary funding for the new domestic violence shelter, shelter operations, and staffing.

I. INITIAL PROJECT SCREENING

A. Literature Summary and Application Review

i. What do we already know about projects like these?

Crime and victimization are of particular concern to tribal communities as American Indians experience more violent crime than the general U.S. population (Greenfeld & Smith, 1999).¹ For example, rates of violent victimization are highest for American Indians relative to all other racial/ethnic groups (Rennison, 2001).² In fact, 110 per 1,000 American Indians ages 12 or older were victims of violent crime in 1998 compared to 43 blacks, 38 whites, and 22 Asians. Victim assistance programs play a vital role in addressing the needs of American Indian/Alaska Native crime victims. Federal support has allowed tribal communities to provide direct services and use compensation funds to assist victims in ways that remain true to cultural values and practices.

Since its inception nearly 20 years ago, the Office of Victims of Crime (OVC) has made special efforts to develop and improve services for American Indian/Alaska Native crime victims in Indian Country (Sanders, 2003).³ OVC has provided specific funding for implementing services on reservations to address the needs of this historically underserved population through the Victim Assistance in Indian Country (VAIC) Discretionary Grant program. Originally funneled through the states, in 1997 OVC changed their practice and started directly funding victim assistance programs in tribal authorities with federal criminal jurisdiction. In 1999, \$1.3 million were awarded to 30 victim assistance programs. Currently, OVC has solicited applications from tribal communities to expand the discretionary grant program to \$2.5 million. The new effort, now identified as Tribal Victim Assistance (TVA), solicits requests for proposals from all federally recognized tribes (of which there are more than 564). Specific crime focuses for these projects include victims of child abuse, homicide, elder abuse, driving while intoxicated, and gang violence.

While OVC receives information about the numerous accomplishments of tribal victim assistance programs through progress reports, there has been no national-scope evaluation to document TVA programs operations, identify what planning, implementation and management strategies are working and to capture the outcomes sought by TVA programs. We therefore have very little systematic knowledge about how best to serve tribal crime victims, and the outcomes achieved with the resources invested.

¹ Greenfeld, L. A. and Smith, S. K. (1999, February). *American Indians and Crime*. NCJ Publication 173386.

² Rennison, C. M. (2001). *Violent Victimization and race, 1993-98*, NCJ 176354. Washington, D. C.: U. S. Department of Justice Bureau of Justice Statistics.

³ Sanders, C. (2003). *Victims of Crimes: Issues in Indian Country*. <http://www.tribal-institute.org/articles/sanders.htm>

ii. What could an evaluation of this project add to what we know?

The Lummi TVA program has existed for 15 years. An evaluation of this program would provide valuable information about how the program has changed from its initial inception through steady growth in the quantity and variety of services to victims, variety of victims served, and contributions to systemic change in the courts, law enforcement, and public policy. An evaluation would help to document the successful strategies the LVOC uses to gain community and political support, and to collaborate and coordinate efforts with other tribal and non-tribal private and governmental agencies. Information about what intergovernmental strategies work would be useful to help tribes in P.L. 280 states to work on several areas related to jurisdiction, access to services, and sharing resources to improve victim response and services.

Tribal victim service programs often face substantial obstacles, but the LVOC has managed to overcome such major issues as limited or inadequate services for victims, denial of family violence and other crimes, staff retention, and access to culturally relevant training and technical assistance.

Systematic process and impact evaluations of tribal victim assistance programs can provide very valuable feedback to the programs, so they can document their successes and target shortcomings for improvement. Evaluation findings can also help other tribes benefit from the experiences of TVA grantees, so they can most efficiently and effectively design and implement useful programs.

iii. Which audiences would benefit from this evaluation?

The Lummi Victims of Crime Program (LVOC), its clientele, and other victim assistance programs serving Native Americans would benefit from this evaluation.

iv. What could they do with the findings?

Process evaluation findings could be used to plan similar programs, anticipate potential challenges, and identify solutions. This would help other tribes implement programs efficiently by benefiting from the experiences of this program. Impact evaluation findings could document how the program helps victims and their families, and how it affects relationships among victim-serving agencies. Impact findings would help other tribes decide whether this type of program accomplishes what their victims need.

Impact findings would also help LVOC fine-tune its services (e.g., if some goals were not being fulfilled) and present grounds for funding of effective programs. Findings that demonstrated the benefit or added value of this program could pave the way for future funding streams from the Tribal Council. LVOC has historically been supported for most of its 15 years by grants. The Tribal Council has in the last several years provided funding for the domestic violence shelter and operation and for a staff position. The Council understands that it may need to provide additional funding to sustain the program; one Council member referred to support for LVOC as a “moral obligation.” This reflects a positive change in the way that the Tribal Council now views domestic violence and the importance of efforts to stop sexual assault.

v. Is the grantee interested in being evaluated?

Yes, the LVOC Program is interested in cooperating with an evaluation and would be willing to share data with the appropriate confidentiality protections.

B. Background/History of this Project

i. What is the background/history of this project?

The LVOC Program was initiated in 1989 in response to concerns about sexual assault and the need to provide services for victims in a way that would not endanger advocates. The program has grown to address additional types of victimization, including domestic violence, child sexual abuse, elder abuse, other violent crime, and property crime (in addition to sexual assault). The TVA grant is used almost entirely to provide services to domestic violence and sexual assault victims.

The program is administratively located in the Police Department, which allows access to police records on reported crimes (most clients are referred to LVOC by the police). The Police Department, Tribal Court, and LVOC are all under the Tribe's Law and Justice Commission. LVOC is also connected to the Tribal Housing Department and Medical Services. LVOC also has a list of agencies that provide services in the event that LVOC cannot provide necessary services, to make referrals and help with transportation.

The LVOC program has operated entirely with grant funding for the most of the last 15 years. Funding sources include STOP Violence Against Women grants from the Office for Violence Against Women (OVW), grants from the Substance Abuse and Mental Health Services Administration (SAMHSA), grants from OVC such as TVA and Indian Country grants, a Rural Family Violence Prevention grant from OVW, and Victims of Crime Act (VOCA) awards, and an award from Phillip Morris. LVOC has recently applied for a Civil Legal Assistance Program grant from OVW, to support an attorney to provide legal counsel to domestic violence victims.

ii. At what stage of implementation is it?

The LVOC program has been operating for 15 years and is well-established with strong links to other tribal agencies and agencies in the local community. The program serves about 400 victims per year. With the opening of the domestic violence shelter, planned for January 2004, the program expects to serve about 450 victims in 2004, providing about 4500 units of service to its clients.

In addition to direct services to victims, the program's community education and advocacy efforts have helped to shape the tribal environment. Community members, including tribal council members, reported an increased community awareness of the availability of services, and greater willingness to talk openly about domestic violence and sexual violence. A women's group has been formed and a domestic violence shelter is about to open. Coordination among tribal agencies around victim issues has increased, and tribal domestic violence codes were developed in 1998.

iii. What are the project's outcome goals in the view of the project director?

TVA resources primarily go to domestic violence and sexual assault cases (98%). The LVOC Director describes the principal goal of the program as safety—making victims feels safe and

ensuring that their immediate needs are met. Project activities include enhancing services to domestic violence and sexual assault victims (developing a brochure, providing shelter and other emergency services such as food and clothing, transportation for victims, and replacement of broken windows and locks); strengthening tribal codes on domestic violence (including elder abuse) and stalking; and promoting community awareness of crime and victim services through community education.

iv. Is there an integration of specific tribal customs in the intervention?

LVOC incorporates cultural practices (for example, smudging, talking circles, and traditional medicine practitioners) and mainstream practices into the services offered to clients. The domestic violence shelter will have a sweat lodge. The program has been instrumental in revitalizing cultural norms against domestic violence

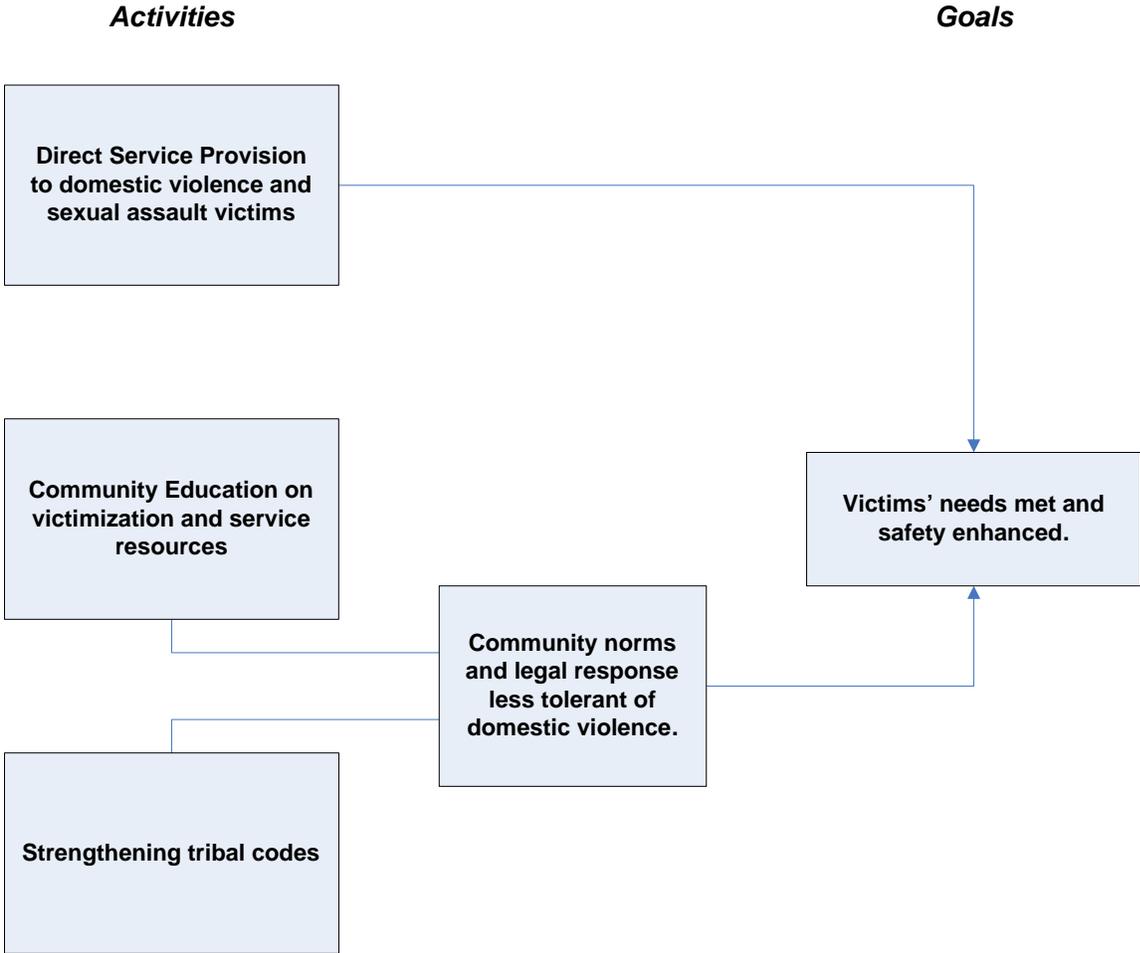
v. Does the proposal/project director describe key project elements?

The primary components of TVA-funded activities are enhanced services to domestic violence and sexual assault victims; community education; and strengthening tribal codes against domestic violence. The goals is these activities are to make victims safer and meet their needs.

vi. Do they describe how the project's primary activities contribute to goals?

Serving victims, raising the community's awareness of victimization issues and service resources, and enhancing the tribal justice system's ability to respond to domestic violence are all necessary steps to meet victims' needs and enhance their safety.

vii. Can you sketch the logic by which activities should affect goals?



viii. Are there other local projects providing similar services that could be used for comparisons?

There are over 30 tribes in Washington state, ranging from very small tribes (e.g., Skokomish) to very large tribes (e.g., Spokane and Yakima). The Nooksack tribe has a crime victim program through its social services agencies, but it is not known whether this tribe has a TVA grant and provides similar services to those funded through Lummi’s TVA grant. Further effort would be needed to identify possible comparison sites.

ix. Will samples that figure in outcome measurement be large enough to generate statistically significant findings for modest effect sizes?

With a caseload of about 400 clients per year, the LVOC program can be expected to provide a sizeable sample for evaluation purposes. The sample size from comparison site(s) would need to be assessed when comparison site options are further explored.

x. Is the grantee planning an evaluation?

Evaluation plans are limited. They monitor progress towards implementation goals to ensure they are keeping on proposed schedule. LVOC also issues quarterly reports to the Tribal Council documenting cases served and services provided (see attachment). It appears they will have no problems providing the data required under GPRA.

C. Data Systems

i. What data systems exist that would facilitate evaluation (this could be hard copy or electronic)?

LVOC's administrative assistant operates a case-level Access database and prepares summary statistical reports. The case management system was designed for Lummi by Washington University about three to five years ago. There is an IT technician on site to assist with the system when necessary.

ii. What key data elements are contained in these systems?

Variables include demographic data (race, gender, age); type of crime; services provided; court case data; whether a restraining order is in place; source of referral; and other past victimization. Electronic data are kept on all program clients, but not on the few victims who do not meet LVOC criteria and so are referred elsewhere. However, a paper log is kept of these referrals.

iii. Are there data to estimate unit costs of services or activities?

This could be complicated given the LVOC Program's use of multiple funding streams, and the fact that some TVA-funded activities may be supported with other sources as well. On the other hand, the automated database is quite extensive and will provide good data on services and activities provided.

iv. Are there data about possible comparison samples?

There are 30 tribes in the state, ranging from very small (e.g., Skokomish) to very large (e.g., Spokane and Yakima). The Nooksack tribe has a crime victim program through its social services agencies, but it is not known whether this tribe has a TVA grant and provides similar services to those funded through Lummi's TVA grant. Once potential comparison sites were identified, further effort would be needed to determine data available.

v. In general, how useful are the data systems to an impact evaluation?

The case-level database would be useful for identifying program clients, their characteristics, crime characteristics, and the services provided. These data would be valuable for sampling potential participants for outcome evaluation activities such as interviews and police record checks for repeat victimization (given the appropriate consent and confidentiality measures). These data would also be useful for measuring important background and intervention variables, to model the factors associated with various outcomes.

II. ON-SITE EVALUABILITY ASSESSMENT

A. Intervention and Implementation

i. What is the stage of implementation?

The LVOC program has been in place for 15 years and is well developed, as described previously. TVA funds will enhance services and resources for domestic violence and sexual assault victims.

ii. Is the intervention being implemented as planned and on schedule?

TVA-funded activities are being implemented as planned and on schedule. The shelter is expected to open in January 2004, and elder abuse codes have been drafted and are under review. Community awareness activities are underway, as detailed below.

iii. What is the intervention to be evaluated?

This program provides a comprehensive suite of services for victims of domestic violence and sexual assault. In addition, the program also conducts extensive community outreach to promote awareness of these issues. The direct services that the program provides include:

- Emergency relief services, which can include hotel or shelter stay as well as clothes, food, locks, door repair, transportation, and legal services;
- Transportation to court or for medical services;
- 24-Hour crisis hotline and crisis intervention services;
- Legal council (domestic violence attorney) who assists with child protection orders, divorce, and child support, as well as criminal case advocacy;
- Needs assessment during the intake process (see attachment for intake form);
- Information and referrals to other service programs;
- Assistance with crime victims' compensation;
- Teen support group;
- Women's support group;
- Domestic violence shelter scheduled to open in January 2004. The shelter is located on the reservation. It has eight bunk beds and two to three cribs. It will be a secure facility with a fence surrounding the grounds and an automatic, locked gate. This is the only Native shelter in the state of Washington.

- Teen dating violence prevention program in schools. During the month of April, Sexual Assault Awareness Month, TVA conducts education at the high school on domestic violence, teen violence, and sexual assault issues.
- Other outreach efforts include a TVA article in each month's Tribal Newsletters, along with Public Service Announcements for TVA events. TVA hosts discussions on a variety of victims' issues. During the annual Lummi Health Fair, LVOC has a booth, where they pass out program brochures, fact sheets, newsletter, or pamphlets.

iv. Is the intervention traditional, western or mixed?

The intervention has a strong basis in Native traditions, as described previously

v. What outcomes could be assessed? By what measures?

Victims' safety and well-being could be assessed through interviews or other means of getting direct feedback from program clients. Repeat victimization could also be assessed through police records on reported incidents.

vi. Are there valid comparison groups?

Other tribes may provide comparison groups, as discussed previously.

vi. Is random assignment possible? If not, why not?

The program does not use waiting lists so random assignment is not likely. The new shelter may quickly fill up, which would generate a waiting list that may make random assignment possible. However, shelter services are only one component of TVA-funded activities.

viii. What threats to a sound evaluation are most likely to occur?

Staff had concerns that it would take a lot of effort and resources to put certain program elements in place to support an evaluation. For example, staff were concerned about information gathering, indicating that surveys are troublesome and the population is not very responsive. Mailings will never come back; focus groups could be done but would probably not have a high turnout without extremely heavy recruiting. Staff indicated that interviews would need to be conducted on the spot in order to guarantee a response of any kind. Staff also indicated that telephone interviews would be extremely difficult as many residents are without a telephone. Problems with an outside evaluator could potentially be overcome if the staff work closely with the evaluator. The staff indicated that if the outside evaluator had TVA staff conducting the interviews or assisting with them, the victims would likely be more comfortable and responsive.

ix. Are there hidden strengths in the project?

The staff is certainly a strength of the program. Staff turnover is fairly low. There was high turnover about four years ago, but since then the staff have remained the same, which brings consistency and stability to the program. One advocate has been with the program for eight years. The Program Manager tenure typically lasts about six years (there have been only three program managers since the program's inception). TVA tries to screen heavily during the interview process because TVA really sees the employee as an investment and so looks for staff who will have a long tenure.

The LVOC program is well-established and maintains good working relationships with a variety of tribal and local agencies. As TVA money is being used to fund enhancements to aspects of the existing LVOC program, TVA-funded programming will not face the challenges new programs face.

Another strength of the program is the support it receives from the Tribal Council (both financial and moral support), and the perception of the community that it is helping to revive cultural traditions that do not tolerate violence within the family, it respects clients' privacy and confidentiality, and it recognizes the widespread problems of substance abuse and post-traumatic stress disorder.

B. Target Population (*Interview Target Population if appropriate*)

i. What are the sizes and characteristics of the target populations?

LVOC serves about 400 victims per year, including Native and non-Native victims of all types of crime on and off the reservation. The Lummi Nation has 16,000 members, of whom 9,000 live on the reservation, with most of the rest living in nearby Whatcom County. Because the reservation is a checkerboard, clients may be spread across a larger area than the reservation's 18 square miles. Income and unemployment measures indicate extensive economic stress, which is due in part to problems in one of the community's primary industries, salmon fishing.

Police are the primary source of referrals, but clients also come from medical facilities, schools, and from public outreach efforts.

ii. How is the target population identified (i.e., what are eligibility criteria)? Who/what gets excluded as a target?

LVOC serves people who live in the boundaries of the reservation (Native or non-Native), and Lummi and other tribal members who live in nearby Whatcom County. There are no income criteria. When the domestic violence shelter opens, eligible clients will be limited to Lummis in the boundaries of the reservation or county. After the first year, LVOC will accept Natives of other tribes outside the reservation. LVOC has already received requests from other tribes for space in the shelter for their members.

iii. Have the characteristics of the target population changed over time?

Community members we interviewed reported that the tribal culture has changed markedly over the last several years. There has been an increasing awareness and decreasing tolerance of domestic violence, substance abuse, and the post-traumatic stress disorder often resulting from abuse. Elder abuse and child sexual abuse are still widespread but hidden because of shame and fear of reprisal, so these may be important areas for future community awareness activities on which to focus.

iv. How large would target and comparison samples be after one year of observation?

With a caseload of about 400 victims per year for LVOC, the target sample could be quite large. The comparison sample would be determined by the selection of comparison site(s).

v. What would the target population receive in a comparison sample?

Further exploration is needed to identify appropriate comparison sites and the services victims receive.

vi. What are the shortcomings/gaps in delivering the intervention?

Some community members felt that elder abuse and child sexual abuse are under-identified and underserved. Goals for the future include more community education and prevention work, increased staffing to reduce the caseload, better pay for staff, and more use of traditional healing methods. One Tribal Council member felt that an off-reservation shelter that specifically serves Native victims is necessary to provide protection for especially high-risk victims. Also, there's no program for batterers or sex offender monitoring program on the reservation, and such programs are needed (although not allowable under most victim funding streams).

vii. What do recipients of the intervention think the project does?

We interviewed a victim of domestic violence who has been a long-term client of LVOC. This victim is a member of another tribe from another state, and had to flee her home to escape the abuser. She was presented with a number of options and chose to come to Lummi because of the very strong support network provided to victims by LVOC. She has received many, wide-ranging services from LVOC – from emergency safety services to help with tasks of everyday living to emotional support to civil and criminal justice system advocacy – and feels that they have saved her and her children's lives and sanity.

We spoke with several community members who have also been served by LVOC as family members of domestic violence and hit-and-run victims. They felt that LVOC services were very helpful, especially the cultural components and their ability to work effectively with justice agencies in the community (off the reservation).

viii. How do they assess the services received?

The victims we interviewed spoke very highly of the LVOC program, its staff and services, and its culturally-grounded approach.

ix. Is there an integration of specific tribal customs into service delivery?

LVOC uses traditional healing methods such as sweat lodges, smudges, talking circles, and the services of traditional medicine practitioners. The Program Director has visited other tribes to learn more about how they incorporate cultural components into program services. In other situations, an obstacle to the use of cultural components has arisen from grants that do not allow these expenses, but the TVA grant has no such restrictions.

C. Data Systems, revisited

i. What kinds of data elements are available from existing data sources?

A case-level database contains demographic, crime, court, and service information on each victim, as described previously.

ii. Do protocols exist for data sharing within the program or with external agencies?

LVOC is networked to the Tribal Court and to the Tribal Police Department through an intranet server. This server grants restricted access for information sharing between these three agencies. In addition, through this server, there is tribe-wide email (networked only within tribe).

iii. What specific input, process, and outcome measures would data support?

LVOC's database provides detailed information on services provided, which documents case-level inputs and, across cases and over time, provides process data on service implementation. Qualitative data collected during site visits could also describe service delivery, community education activities, and the development of tribal codes. Service impact measures could be obtained from tribal police and court records on revictimization, and from direct client input through interviews.

iv. How complete are data records? Can you get samples?

The database has been in operation for the last three to five years, and information on all LVOC clients is recorded in the database. See the attachment for a copy of the intake form that serves as the basis for client records.

v. What routine reports are produced?

The program is set up to generate a quarterly report (see attachment). Victim services and victim background information is automated. Staff activity is all manually entered on paper in binders.

vi. Can target populations be followed over time?

The tribal population is fairly stable, so it should be possible to track them over time.

vii. Can services delivered be identified?

Services to clients are recorded in the case-level database. Community education activities and tribal code development are tracked in a less formal system.

viii. Can systems help diagnose implementation problems?

Examining service delivery in the light of caseload numbers or characteristics may indicate types of services that need expansion or resolution of barriers to delivery, if any. Aggregate quarterly reports may also reveal any implementation problems that may arise.

D. Staff and Partners *(Interview Staff and Project Partners if available)*

LVOC staff include a Program Director, 3 advocates (one of whom serves as the Assistant Program Director and the director of the shelter), a domestic violence attorney, an administrative assistant, 2 Big Sisters (to work nights and weekends at the shelter), and a college intern who works at the program during school breaks. One advocate tends to work more with child victims; otherwise, the advocates do not specialize in particular forms of victimization. The 24-hour hotline is staffed primarily by volunteers from the community. The shelter may use volunteer staff from a nearby university.

The LVOC program works with a number of other tribal and community agencies:

Lummi Child Protective Team: The team includes the schools' social services, a representative from the state's Child Protective Service agency, DSHS representative from Bellingham, and an LVOC advocate. LVOC receives referrals from this team. This team promotes inter-agency collaboration, and particularly serves as a bridge between state workers and tribal workers.

Lummi Domestic Violence Task Force: The Task Force meets monthly and is composed of the CARE Program, health clinic, tribal schools, the elder program, Family Services, Police Department, Court, Prosecutor's Office, and community members. The task force acts as an advisory group and steers the TVA program.

Lummi Police Department: As a component of the Police Department, LVOC enjoys a very close working relationship with police officers and staff. Officers disseminate LVOC brochures, refer victims to the program, and even contact advocates directly for emergency intervention. LVOC receives daily reports from police on domestic violence and sexual assault incidents.

Lummi Tribal Court: The tribal court exercises criminal jurisdiction on misdemeanor criminal acts occurring on the reservation, child welfare cases, and has concurrent jurisdiction over certain felonies (with the federal system, although federal prosecutors rarely prosecute these cases). However, the tribal justice system has no criminal jurisdiction over non-Indians, even those who commit crimes against Indian people on Indian lands. Prosecution of non-Indian offenders occurs in county or state court.

Other tribal agencies: LVOC has good working relationships with tribal housing, food, job training, school, healthcare, probation, child support, prosecution, CARE (substance abuse program), and elder programs, through MOUs to provide cross-training and cross-referral of clients.

Bridget Collins and Women Care Programs: These are the domestic violence and sexual assault programs in nearby Bellingham. LVOC has an MOU with these programs to provide support groups for teens and shelter and other services for adult domestic violence victims, although some victims are not comfortable staying in a non-Native program that does not support the use of cultural healing practices.

Local and state agencies: The Program Director is active in the Whatcom County Commission on Domestic Violence, the Washington State Coalition against Domestic Violence, and the state's crime victim compensation program. Tribal agencies, including LVOC, generally have good relationships with Whatcom County law enforcement, prosecution, and courts.

i. Do staff tell consistent stories about the project?

Yes. Current staff are very seasoned and have worked together for some time, so there is a good deal of cohesion around the program's mission and activities.

ii. Are their backgrounds appropriate for the project's activities?

Yes. One advocate has a Master's degree in clinical psychology, and they all have significant experience in victim services.

iii. Do the staff have special experience (eg elder status), training or skills?

All current advocates are survivors of domestic abuse. All advocates are trained on legal issues, sexual assault, domestic violence, stalking, elder abuse, and prevention/education tools. There is an orientation for all staff, and LVOC looks to conferences for supplemental training. There is also a Policies and Procedures manual for staff. New advocates receive on-the-job training through a mentoring relationship with more seasoned staff.

iv. What do partners provide/receive?

Partner agencies on and off the reservation provide cross-referrals of clients, cross-training, coordination on outreach activities and development of codes, and two-directional input on program functioning and goals.

v. How integral to project success are the partners?

LVOC functions as a vital component of a wide service network, and its work with its partners is integral to its success. As TVA-funded activities will be operated under the existing LVOC program, which has good working relationships with many agencies, coordination should remain strong.

vi. What changes is the director willing to make to support the evaluation?

The Program Director is open to an evaluation, but extra attention would need to be paid to the confidentiality of program records, and not imposing additional burdens on program staff.

E. Recommendations

i. Would you recommend that the project be evaluated? Why or why not?

Yes. The LVOC Program is well-established, widely known, highly regarded, and well-positioned for an evaluation with its impressive automated database on clients and services.

ii. What kinds of evaluation designs would you propose?

A quasi-experimental comparison group design would be most feasible, since the program has been operational for many years (precluding a pre-post design) and does not keep a waiting list (so a random assignment design would not be feasible). It is possible that the new shelter may quickly fill up so random assignment may be a possibility for testing the impacts of shelter services, but that is only one component of TVA-funded activities.

iii. What should DOJ's grant manager know about this project?

The TVA-funded activities occur in the context of a well-established and successful program that has the support of the Tribal Council, many tribal, local, and state agencies, and the community in general. The use of traditional healing methods is a key component of this program. Community members describe many ways in which LVOC has served the community well and contributed to positive changes in cultural norms.

Lummi Nation Crime Victims Assistance Program Policies and Procedures

I Mission Statement

The mission of the Lummi Crime Victims Assistance Program was developed through the recognition that too often the needs and rights of those victimized by crime have gone unrecognized and unmet. With this in mind, Lummi Victims of Crime Program was established to provide healing resources and support to crime victims and to help them uphold their legal rights. The program shall do so by providing culturally appropriate services, which contribute to the empowerment of victims and their families. While upholding victims' rights, Program Staff shall also assist and support justice for the victims through successful prosecution of suspected offenders. Through direct client services, public education and active networking, the program shall contribute to an environment at Lummi which is less conducive to criminal activities.

II Organizational Structure

The Lummi Victims of Crime Program staff are supervised by the Crime Victims Program Coordinator. Lummi Crime Victims Program, along with Law Enforcement, Fisheries Enforcement and Emergency Services is part of the Lummi Law and Order Department. Because of this affiliation, appropriate information about incidents under investigation may be shared with LVOC in the interests of identifying and assisting crime victims.

The Crime Victims Program Coordinator is under the direct supervision of the Law and Order Director. The Law and Order Department is under the supervision of The Lummi Law and Justice Commission which is directly answerable to the elected Lummi Indian Business Council. The program staff shall, at all times, show respect for and work within the administrative chain of command. Disregarding this chain of command to bring issues directly to Tribal Council is strictly forbidden as per LIBC policy, which is strictly enforced.

III Client Eligibility

To be eligible for the services provided by the Lummi Victims of Crime Program, one must have suffered harm from criminal actions. Examples include, but are not limited to, assault

and battery, rape, domestic violence, child abuse and elder abuse. We offer services for those who have suffered non-violent crimes as well. The population eligible for services includes all Native Americans in Whatcom County, all Lummi people anywhere and all residents of the Lummi Indian Reservation, regardless of race, color, religion, disability, pregnancy, national origin, sexual orientation, gender, age, ethnicity, income, veteran status, marital status or any other basis prohibited by federal, state or local law.

Services are equally available for victims of recent crimes still being processed by the Criminal Justice System and for past victimization for which healing services may still be required.

Although the community's challenges of healing and empowerment go beyond simple categorization, LVOC services are available on eligibility as a crime victim rather than simple need.

LVOC shall not provide preferential treatment to any client, particularly members of the Law & Justice Commission, LVOC staff including volunteers, or paid consultants.

Services may not be provided for the perpetrators of a crime, except that a person may receive services for the effects of victimization unrelated to the crime he or she has been charged or convicted of.

IV Outreach

It is the duty of Crime Victims Program staff to actively make their services available to identified and unidentified crime victims. All victims (or their guardians) of violent crimes, child abuse or sex abuse investigated by Lummi Law and Order will be identified to program staff in a timely manner. They will then be approached by program staff within 3 working day. The program will maintain a high profile in the Native community. It will do so through networking, publicity and participation in relevant events, thereby making its services known to crime victims. This will include those reporting to other jurisdictions or still suffering from the effects of less recent crimes.

Cultural Competency Statement

LVOC staff will assess and discuss any barriers including language and cultural barriers, which prevent access of services to any client or potential client. These issues will be brought to the LVOC coordinator for review and recommendation. Upon identification, LVOC shall work to eliminate any known barriers. LVOC shall provide access to clients with visual, hearing and mobility impairments. Where possible, staff will receive training to increase awareness and sensitivity to diversity issues as well as how to provide culturally appropriate services to those in need.

V Goals and Objectives

The Program Coordinator of Lummi Crime Victims Program shall, on an annual basis, prepare a list of goals and objectives for the approval of the Lummi Law and Order Director and the Lummi Executive Director in accordance with the program Mission Statement. The objectives will be quantifiable and the progress towards their achievement shall be documented and regularly reported on the Law and Order Director and Executive Director.

VI Services Offered

Services offered by the program will be of the highest caliber and include, but not be limited to the following:

Direct Services

1. Crisis Intervention Counseling for clients and potential clients.
2. Information and Referrals of services available for Clients. The Program Coordinator will attempt to keep current with the available resources and services in community.
3. Legal System Advocacy on behalf of victims whose cases are being handled by Lummi, Federal or State legal systems.
4. Emergency Legal Advocacy which includes assisting with the obtaining Protection Orders and intervening in Child Custody proceedings on behalf of the safety of child victims.
5. Assistance in establishing eligibility with Crime Victims Compensation (CVC).
6. Ongoing counseling and advocacy for clients provided by staff.
7. Lummi 24 Hour Help Line; Crisis Counseling for the general Native population, provided by staff during business hours and by volunteers at all other times.
8. Providing access to emergency shelter for domestic violence victims.
9. Establishing therapy groups for specifically for Native American sexual abuse victims.

10. Funding limited therapy for victims who are not eligible for Crime Victims Compensation and providing limited guaranteed fall back payments to therapists who have provided services to a client who has applied for CVC but eventually has his or her claim denied.

11. Providing support groups for Domestic Violence Victims.

Indirect Services

1. Networking with justice system and social service workers at all levels on behalf of optimizing the amount and quality of services for program clients and for Native People in general.

2. Providing Community Education presentations to publicize the program and to raise public awareness on issues of criminal victimization.

The above services will be provided to the extent that funding is available. When services are eliminated due to lack of funding, those that must be contracted from providers outside of the Program Staff will be eliminated first. The priority shall be in maintaining core direct services 1-7.

VII Personnel Policies

Program Personnel Policies shall be in accordance with the Lummi Indian Business Council's Employment Policies and Procedures.

VIII Client Confidentiality

Impeccable observance of confidentiality regarding client information is the foundation of a successful victims assistance program. Each employee or volunteer will complete and scrupulously observe a written confidentiality pledge. No client will participate in any public appearance on behalf of LVOC without signed written consent. No client information including photographs and electronic recordings of any type will be given out without a specific signed, 90 day limited *Release of Information* with the following exceptions:

1. Any and all information, direct or indirect, about child abuse or suspected child abuse will be immediately reported to the appropriate law enforcement and/or child protective agency as per federal and state law. Each employee or volunteer has a direct responsibility to report, which will not be fulfilled simply by reporting to a superior. Child abuse reports are commonly made over the phone. However, each report also needs to be documented on a form available at the LVOC office.
2. Information about threats of suicide will be reported to the appropriate law enforcement agency immediately.
3. Information about threats to harm others will be reported to the appropriate law enforcement agency immediately.
4. Information about suspected abuse to a person as described in RCW 74.34 and RCW 26.44 will be reported to the appropriate law enforcement agency or Adult Protective Services.
5. Client information may be released under Subpoena to a Court with appropriate jurisdiction after all legal efforts to resist disclosure are exhausted.
6. Information about minors 12 years and younger may only be released with written consent of a parent authorized to consent to health care for the minor. Information may be withheld from offending parents or if it is not in the best interests of the minor. Any information of minors 13 years and older must only be released with written signed consent from the minor.

The LVOC client confidentiality policy shall be shared with clients. Staff will provide a copy of the policy to each client and obtain a copy of the signed policy to place in the client file.

IX Documentation/Client Files

In order to provide accountability to the Law and Order Director, the Lummi Indian Business Council and the Lummi People, it is imperative that program services be properly documented. Proper documentation also allows us to generate statistics, which provide proof to our grant sources that we are actually providing the services they are funding us to provide.

No services may be extended to a person until an Intake Form has been completed. (See Appendix A). This Intake provides basic information such as address, date of birth and phone number, etc., but also documents the crime or crimes, which establish program eligibility for the client.

Each direct client service shall be documented in narrative form in the Progress Notes section of the client file created for each client. Each entry will be in black ink and signed by the staff providing the service followed by the staff's position. These narrative notes also make it possible for staff to look back at previous service interactions to refresh their memories and for a case to be worked on effectively by more than one Advocate if made necessary by illness, vacation or staff turnover.

For each service noted in Progress Notes there will be an accompanying notation in the Services Provided section of the client file. Other pertinent documents such as correspondence, Police Incident Reports, etc., will also be maintained in the client file. All pertinent client information will also be entered into the LVOC database.

In the event of fire or other damage to the LVOC office, back up tapes of the LVOC database will be updated and stored in a locked cabinet in the Lummi Law and Order building (the Law and Order office is located in a separate building than the LVOC office) on a monthly basis. Only LVOC staff will have access to the backup tapes.

X Safety

All LVOC staff will comply with the Employee Safety policy of LIBC found in the personnel manual. The LVOC director will review the policy with staff and ensure that they are able to assist clients in the event of an emergency. Emergency escape route plans are displayed in a visible area. IN the event of a fire staff will call 911 for any medical emergencies of clients or other staff.

Staff transporting clients in their personal vehicles must have a copy of their valid drivers license and proof of insurance. All staff and clients must be wearing passenger restraints while driving on LVOC business.

XI Professional Standards

The services provided by the Lummi Crime Victims Program staff and volunteers supervised by the staff shall be expected to meet the highest professional standards. Staff with proper qualifications for their job descriptions must be selected. Less than courteous, professional competent comportment on the part of staff will make them subject to disciplinary action as per LIBC policy.

LVOC staff shall not steer or direct therapy referrals exclusively to any private practice in which agency personnel, consultant or their immediate families may be engaged.

In the event a paid professional staff leaves LVOC, he/she is prohibited from transferring cases to his/her own private practice.

Any private practitioner providing a professional service on LVOC's premises must supply the client with a clear written statement that the client is receiving that worker's services only and not those of LVOC.

XII Staff Training

To provide excellent services, program staff must be afforded proper training opportunities. This will include 30 hours of initial core sexual abuse/assault training, which meets the certification requirements of the Washington Coalition of Sexual Assault Programs. 12 hours of training will also be provided on an annual basis. It is the responsibility of the Crime Victims Coordinator to work with the other staff to develop training plans and to provide training resources. Training will be provided by professional trainers with adequate expertise and/or experience. Trainers will submit a resume and documentation of relevant history of background. All training will be evaluated by participants for effectiveness and relevance.

XIII Program Evaluation

The Lummi Victims of Crime program will present an annual program report to the Law and Justice Commission during the January meeting. In an effort to keep members of the Law and Justice Commission and the community informed of the activities of the Lummi Victims of Crime program the annual report will contain the following information

Major Accomplishments
Services Provided
Fiscal Report

At the January meeting, the Lummi Victims of Crime program will also present the outlook for the following year and provide the goals and objectives of the program. An annual training plan for the commission will also be presented for approval.

Contracted Therapists will be evaluated according to the feedback of clients they serve at least once yearly before contracts may be renewed. Other contracted personnel working with clients will be evaluated likewise.

XIV Volunteer Policy

Volunteers shall be used whenever feasible to provide program services, particularly the Lummi 24 Hour Help Line. Volunteers will be under strict confidentiality requirements but will not be afforded access to client business or information. LVOC Volunteer Policies are included in Appendix B.

XV Prohibitions

The Lummi Victims of Crime Program may not provide certain services to clients. At the time of this document's drafting they include direct payment for medical services or lawyer's fees. Another prohibited activity is participating in any event held at Semiahmoo Resort. The former is prohibited under the terms of our federal VOCA grant contract, the latter under tribal policy. No Law & Justice Commissioner, LVOC staff member including volunteers or paid consultant shall have a direct or indirect financial interest in the agency's assets, business affairs, leases or professional services. It is the duty of the Crime Victims Program Coordinator to keep current with all prohibitions and to direct the staff accordingly. Failure to observe them may result in loss of funding, disciplinary action or both.



Intake Packet
12/19/2003
Nikki Finkbonner

Lummi Victims of Crime Program
2616 Kwina Road, Bellingham, WA 98226 (360) 384-2285

VICTIM ASSISTANCE ADVOCACY PROGRAM

♦ PLEASE COMPLETE INTAKE PACKET



Lummi Victims Of Crime Program

2616 Kwina Road, Bellingham, WA 98226 (360) 384-2285

INTAKE EVALUATION

Date of Evaluation: _____

ID Number _____

Name: _____

Last First MI

Home Number: _____

Address: _____

Work Number: _____

Street / PO Box

Message Number: _____

City State Zip Code

Date of Birth: ____/____/____

Social Security Number: _____

Married: YES NO

Native American: YES NO

Lummi: YES NO

Tribe: _____

Minority: _____

Gender: Female Male

Disabled/Handicapped: YES NO

PLEASE FILL OUT IF MINOR

MOTHER: _____
NAME ADDRESS

FATHER: _____
NAME ADDRESS

CONTACT PERSON: _____
NAME RELATIONSHIP PHONE

Ever been a client in our program? YES NO If yes when? _____

AGENCIES INVOLVED

OFFENSE 1	OFFENSE 2	OFFENSE 3
_____ AGENCY	_____ AGENCY	_____ AGENCY
_____ DATE OF REPORT	_____ DATE OF REPORT	_____ DATE OF REPORT
_____ POLICE REPORT NUMBER	_____ POLICE REPORT NUMBERS	_____ POLICE REPORT NUMBER
_____ INVESTIGATORS NAME	_____ INVESTIGATORS NAME	_____ INVESTIGATORS NAME
_____ COURT CASE NUMBER	_____ COURT CASE NUMBER	_____ COURT CASE NUMBER

LEGAL ACTION

(FOR OFFENSE 1 ONLY)

- | | | |
|--|--|--|
| <input type="checkbox"/> POLICE CALLED | <input type="checkbox"/> OFFENDER ARRESTED | <input type="checkbox"/> LUMMI RESTR. ORDER |
| <input type="checkbox"/> C.P.S. REPORT | <input type="checkbox"/> PROSECUTED | <input type="checkbox"/> COUNTY RESTR. ORDER |
| <input type="checkbox"/> CONVICTED | <input type="checkbox"/> AVAILABLE WITNESS | |

LEGAL ACTION

(FOR OFFENSE 2 ONLY)

- | | | |
|--|--|--|
| <input type="checkbox"/> POLICE CALLED | <input type="checkbox"/> OFFENDER ARRESTED | <input type="checkbox"/> LUMMI RESTR. ORDER |
| <input type="checkbox"/> C.P.S. REPORT | <input type="checkbox"/> PROSECUTED | <input type="checkbox"/> COUNTY RESTR. ORDER |
| <input type="checkbox"/> CONVICTED | <input type="checkbox"/> AVAILABLE WITNESS | |

LEGAL ACTION

(FOR OFFENSE 3 ONLY)

- | | | |
|--|--|--|
| <input type="checkbox"/> POLICE CALLED | <input type="checkbox"/> OFFENDER ARRESTED | <input type="checkbox"/> LUMMI RESTR. ORDER |
| <input type="checkbox"/> C.P.S. REPORT | <input type="checkbox"/> PROSECUTED | <input type="checkbox"/> COUNTY RESTR. ORDER |
| <input type="checkbox"/> CONVICTED | <input type="checkbox"/> AVAILABLE WITNESS | |

OFFENDER DATA

1. _____

2. _____

3. _____

01 SPOUSE	05 STEP PARENT	09 GRANDFATHER	13 EX SPOUSE
02 FATHER	06 SIBLING	10 OTHER RELATIVE	14 EX FRIEND
03 MOTHER	07 FOSTER SIBLING	11 COINHABITANT	15 ACQUAINTANCE
04 FOSTER PARENT	08 GRANDMOTHER	12 EX COINHABITANT	16 STRANGER

SOURCE OF REFERRAL

- | | | |
|---|--|-------------------------------------|
| <input type="checkbox"/> POLICE/ SHERIFF | <input type="checkbox"/> CRISIS CENTER | <input type="checkbox"/> FAMILY |
| <input type="checkbox"/> EMERGENCY ROOM | <input type="checkbox"/> COUNSELOR | <input type="checkbox"/> ATTORNEY |
| <input type="checkbox"/> SCHOOL | <input type="checkbox"/> PROSECUTOR | <input type="checkbox"/> COURT |
| <input type="checkbox"/> ALCOHOL COUNSEL | <input type="checkbox"/> WOMENS SHEL | <input type="checkbox"/> CASEWORKER |
| <input type="checkbox"/> L.V.O.C. PUBLICITY | <input type="checkbox"/> HELP LINE | <input type="checkbox"/> DOCTOR |

OTHER (PLEASE DESCRIBE) _____

OTHERS IN HOUSEHOLD (LAST, FIRST, MI)

	AGE		AGE
1. _____	_____	4. _____	_____
2. _____	_____	5. _____	_____
3. _____	_____	6. _____	_____

VICTIMIZATION HISTORY

WAS DRUG/ALCOHOL ABUSE INVOLVED? YES NO

OTHER PAST VICTIMIZATIONS? YES NO

OTHER FAMILY MEMBERS VICTIMIZED? YES NO

TYPE OF VICTIMIZATION

OFFENSE 1

- | | | |
|--|--|--|
| <input type="checkbox"/> CHILD ABUSE | <input type="checkbox"/> DOMESTIC VIOLENCE | <input type="checkbox"/> SURVIVOR OF DWI |
| <input type="checkbox"/> CHILD SEX ABUSE | <input type="checkbox"/> ADULT SEX ASSAULT | <input type="checkbox"/> ASSAULT & BATTERY |
| <input type="checkbox"/> ADULT SURVIVOR OF CSA | <input type="checkbox"/> SURVIVOR OF HOM. VIC. | <input type="checkbox"/> OTHER: _____ |

1 EFFECTS OF VICTIMIZATION

- | | |
|---|--|
| <input type="checkbox"/> EMERGENCY ROOM AID | <input type="checkbox"/> SLEEP DISORDERS |
| <input type="checkbox"/> HOSPITALIZATION | <input type="checkbox"/> EATING DISORDERS |
| <input type="checkbox"/> AVOIDANCE/AROUSAL | <input type="checkbox"/> ALCOHOL/DRUG PROBLEMS |
| <input type="checkbox"/> MINOR FIRST AID | <input type="checkbox"/> CHILD BEHAVIOR PROBLEMS |
| <input type="checkbox"/> PERMANENT DISABILITY | <input type="checkbox"/> FEAR/ANXIETY |
| <input type="checkbox"/> MONETARY LOSS \$\$ | <input type="checkbox"/> DEPRESSION |
| <input type="checkbox"/> SUICIDE ATTEMPTS | <input type="checkbox"/> LOSS AMOUNT \$ _____ |
| <input type="checkbox"/> REEXPERIENCING | <input type="checkbox"/> OTHER EFFECTS |

OTHER EFFECTS DESCRIBE

OFFENSE 2

- | | | |
|--|--|--|
| <input type="checkbox"/> CHILD ABUSE | <input type="checkbox"/> DOMESTIC VIOLENCE | <input type="checkbox"/> SURVIVOR OF DWI |
| <input type="checkbox"/> CHILD SEX ABUSE | <input type="checkbox"/> ADULT SEX ASSAULT | <input type="checkbox"/> ASSAULT & BATTERY |
| <input type="checkbox"/> ADULT SURVIVOR OF CSA | <input type="checkbox"/> SURVIVOR OF HOM. VIC. | <input type="checkbox"/> OTHER: _____ |

EFFECTS OF VICTIMIZATION

- | | |
|---|--|
| <input type="checkbox"/> EMERGENCY ROOM AID | <input type="checkbox"/> SLEEP DISORDERS |
| <input type="checkbox"/> HOSPITALIZATION | <input type="checkbox"/> EATING DISORDERS |
| <input type="checkbox"/> AVOIDANCE/AROUSAL | <input type="checkbox"/> ALCOHOL/DRUG PROBLEMS |
| <input type="checkbox"/> MINOR FIRST AID | <input type="checkbox"/> CHILD BEHAVIOR PROBLEMS |
| <input type="checkbox"/> PERMANENT DISABILITY | <input type="checkbox"/> FEAR/ANXIETY |
| <input type="checkbox"/> MONETARY LOSS \$\$\$ | <input type="checkbox"/> DEPRESSION |
| <input type="checkbox"/> SUICIDE ATTEMPTS | <input type="checkbox"/> LOSS AMOUNT \$ _____ |
| <input type="checkbox"/> REEXPERIANCING | <input type="checkbox"/> OTHER EFFECTS |
| OTHER EFFECTS DESCRIBE | |
-
-

OFFENSE 3

- | | | |
|---|--|--|
| <input type="checkbox"/> CHILD ABUSE | <input type="checkbox"/> DOMESTIC VIOLENCE | <input type="checkbox"/> SURVIVOR OF DWI |
| <input type="checkbox"/> CHILD SEX ABUSE | <input type="checkbox"/> ADULT SEX ASSAULT | <input type="checkbox"/> ASSAULT & BATTERY |
| <input type="checkbox"/> ADULT SURVIVOR CSA | <input type="checkbox"/> SURVIVOR OF HOM. VIC. | <input type="checkbox"/> OTHER: _____ |

EFFECTS OF VICTIMIZATION

- | | |
|---|--|
| <input type="checkbox"/> EMERGENCY ROOM AID | <input type="checkbox"/> SLEEP DISORDERS |
| <input type="checkbox"/> HOSPITALIZATION | <input type="checkbox"/> EATING DISORDERS |
| <input type="checkbox"/> AVOIDANCE/AROUSAL | <input type="checkbox"/> ALCOHOL/DRUG PROBLEMS |
| <input type="checkbox"/> MINOR FIRST AID | <input type="checkbox"/> CHILD BEHAVIOR PROBLEMS |
| <input type="checkbox"/> PERMANENT DISABILITY | <input type="checkbox"/> FEAR/ANXIETY |
| <input type="checkbox"/> MONETARY LOSS \$\$ | <input type="checkbox"/> DEPRESSION |
| <input type="checkbox"/> SUICIDE ATTEMPTS | <input type="checkbox"/> LOSS AMOUNT \$ _____ |
| <input type="checkbox"/> REEXPERIANCING | <input type="checkbox"/> OTHER EFFECTS |
| OTHER EFFECTS DESCRIBE | |
-
-



LUMMI INDIAN NATION

VICTIMS OF CRIME

2616 KWANA ROAD • BELLINGHAM, WASHINGTON 98226

(360) 384 2265 • Fax (360) 312-9204

Lummi Victims of Crime Program Rights and Responsibilities and Client Rights

The Lummi Victims of Crime program recognizes that data collected in order to assist our clients must be protected to ensure confidentiality to maintain trust and to protect LVOC clients

____ Staff and Volunteers of LVOC are to obtain a Release of Confidential Information by the client if they are to release any client information. The only time that staff or volunteers are to break confidentiality without a release is when they suspect that a child, dependent adult, or developmentally delayed adult has suffered abuse/neglect or in the case of suicide or threat of harm to another individual.

____ For the purpose of monitoring and improving the quality of our services, certain client information is collected and documented including demographic information, clients needs, and any services received. This information is kept in secured client files and a secured agency database.

____ Without a Release of Confidentiality Information client records will not be provided to anyone outside of the LVOC program under any circumstances.

____ Clients may access their records with staff on LVOC premises but clients may not take any part of the file or photocopies.

____ To maintain confidentiality of current and past records, unauthorized personnel will not be left alone with access of clients files. After hours, all clients file cabinets will be locked. All computers that contain client information will be safeguarded with a password known only to authorized personnel. Client files will be retained for seven years after the close of the client file. Records will be burned and shredded in a controlled environment. Inactive client files will be stored in a located area that is not accessible to any person other than staff. The area in which client files are stored will conform to current codes. The area will be kept in a condition that will provide protection from damage. In the event that there is dissolution of the agency, all client files will be kept for seven years, and then destroyed.

____ Clients 13 years and older can give their consent for confidential services. Clients under 13 must have consent from a parent or guardian.

____ Clients participating in agency related public appearances or activities that would require disclosure of their identity as LVOC clients will be asked to sign a waiver.

____ All individuals applying for services from Lummi Victims of Crime will be treated equally. The CPT, Domestic Violence Task Force or the Law and Order Commission will not receive preferential treatment when applying or receiving agency services.

I have reviewed and understand these agency responsibilities and client rights

Signature of Client _____ Date _____

Informed By _____ Phone _____ In person _____ Mailed Client Copy _____



Lummi Victims of Crime Program

2616 Kwina Road, Bellingham, WA 98226 (360) 384-2285

Lummi Victims of Crime Client Confidentiality Policy

Impeccable observance of confidentiality regarding client information is the foundation of a successful victims assistance program. Each employee or volunteer will complete and scrupulously observe a written confidentiality pledge. No client will participate in any public appearance on behalf of LVOC without signed written consent. No client information including photographs and electronic recordings of any type will be given out without a specific signed, 90 day limited *Release of Information* with the following exceptions.

1. Any and all information, direct or indirect, about child abuse or suspected child abuse will be immediately reported to the appropriate law enforcement and/or child protective agency as per federal and state law. Each employee or volunteer has a direct responsibility to report which will not be fulfilled simply by reporting to a supervisor. Child abuse reports are commonly made over the phone. However, each report also needs to be documented on a form available at the LVOC office.
2. Information about threats of suicide will be reported to the appropriate law enforcement agency immediately.
3. Information about threats to harm others will be reported to the appropriate law enforcement agency immediately.
4. Information about suspected abuse to a person as described in RCW 74.34 and RCW 26.44 will be reported to the appropriate law enforcement agency or Adult Protective Services.
5. Client information may be released under Subpoena to a Court with appropriate jurisdiction after all legal efforts to resist disclosure are exhausted.
6. Information about minors 13 years and younger may only be released with written consent of a parent authorized to consent to health care for the minor. Information may be withheld from offending parents or if it is not in the best interests of the minor. Any information of minors over the age of 13 must only be released with written signed consent from the minor.

I have read and understood the LVOC Client Confidentiality Policy

Signed _____ Date _____

Lummi Victims of Crime

Consent For Mutual Exchange of Information

Prohibition on Disclosure

This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulations (42 CFR part 2) prohibits you from making any further disclosure of it without specific written consent of the person to whom it pertains, or otherwise permitted by such regulations. A general authorization for the release of medical or other information is not sufficient for this purpose.

I hereby give permission for a mutual exchange of information between _____

_____, and the Staff at Lummi Victims of Crime, 2616 Kwina Rd Bellingham, WA. 98226 in regards to any and all information pertaining to Treatment, Treatment plans and progress there of, all Records, Assessments, Reports, Therapy, School and Law Enforcement history Probation, and Parole as well as Court Documentation

(Name and Birth date)

Approximated or Anticipated Date (s) of Service:

I further Acknowledge that the information to be released was explained to me and the purpose thereof and this consent is given of my own free will

Signature

Date

Signature of Legal Guardian (if Minor)

Date

Victim Advocate

Date

Reporting Requirements

Mandated Reporting: Reporting requirements for mandated reporters (which include, but are not limited to: all licensed, certified caregivers, state operated facility staff and all Department of Social and Health Services staff) are described in the CA-Policy Manual Chapter 2110. Reports are made at the earliest possible time and in no instance any later than 48 hours from the incident (Licensing regulation 388-74-056 and DSHS Administrative Policy 9-01 may require licensees and/or staff employees to report particular types of incidents earlier than 48 hours.)

Licensed, Certified, and State-Operated Facilities or Tribal Victim services: The following are examples of critical occurrences, which are reported to CPS intake and kept on file by the provider or licensee. All incidents are screened through intake to evaluate whether or not abuse and neglect issues are present. Referrals and complaints are then either screened into DLR for a DLR investigation when abuse or neglect issues are present regarding specific children and/or referred to licensing or certification authorities for a licensing investigation when the threshold for abuse and neglect investigation has not been met but violations of licensing/certification standards may be present.

These types of incidents are reported to intake by all state-regulated and state run institutions, child placing agencies, foster and child care homes, child care centers and group facilities as well as Tribal Victim SVCS Programs.

- Death of a child in accordance with DSHS Administrative Policy 9-01
- Allegations of child abuse or neglect (Failure to adequately supervise a child who attempts suicide, or failure to adequately supervise children who sexually or physically assault each other are considered allegations of neglect by the caretaker that must be reported to CA intake)
- Suicide gestures or attempts
- Inflicted injury (whether requiring outside medical attention or not)
- Physical restraint of a child by staff which results in any injury
- Sexual contact or physical assault between any child and any adult on the premises
- Sexual contact between two or more children
- Physical assaults or altercations between two or more children
- Health problems caused by medications
- Serious property damage that might compromise the continuing health and safety of residents
- Violations of DLR licensing-visit for which a deficiency statement is immediately developed (Other licensing complaints are screened first by CA intake to rule out the presence of allegations of abuse and neglect and then screened again by licensing for allegations of licensing violations)

LUMMI VICTIMS OF CRIME

Client Complaint Policy and Procedures

Clients not satisfied with the service provided by the Lummi Victims of Crime program staff may file a complaint

1. The first level- Client Complaints will be directed to the Lummi Victims of Crime Coordinator. If the complaint is in relation to the Coordinator of the Lummi Victims of Crime the client would begin the complaint process with the second level.
 - The incident must be discussed with the Coordinator within 5 days if justifiable service is not received by the client
 - The Coordinator will have 5 days to respond to the complaint and set up an appointment to meet with the client to work toward a resolution
2. The second level- if resolution is not resolved at the Coordinator level the client may proceed with filing the complaint with the Lummi Law and Order Chief of Police who serves as the supervisor to the Coordinator of the Lummi Crime Victims program.
 - The Lummi Law and Order Chief of Police will have 5 days to respond to the complaint and set up a meeting to work toward a resolution.
3. The final level- Client complaints not resolved by the two previous steps would be to file directly with the Lummi Law and Justice Commission. Any decision reached by the Law and Justice Commission will be considered final.
 - The Law and Justice Commission will have until their next scheduled meeting time to discuss the complaint. A final decision will be within 5 days from their regularly scheduled meeting

Lummi Victims of Crime Consent for Release of Information

Prohibition on Disclosure

This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulations (42 CFR part 2) prohibits you from making any further disclosure of it without specific written consent of the person to whom it pertains, or otherwise permitted by such regulations. A general authorization for the release of Medical or other information is not sufficient for this purpose.

I hereby give permission for _____

To release to Lummi Victims of Crime the following information: _____

(Name and Birth Date)

I further Acknowledge that the information to be released was fully explained to me and the purpose thereof and this consent is given of my own free will.

Signature

Date

Signature of Legal Guardian (if Minor)

Date

Victim Advocate

Date

Report Timeframe

Victims of Crime Act (VOCA) programs receiving funding for services from the Department of Social and Health Services, Division of Children and Family Services, are required to submit a Quarterly Program Summary, Match and Financial Report by the 15th day following the end of each quarter. The Quarterly Report information is used to track demographic, service and compliance data required by state and federal fund sources.

Program:

Contract No.:

Quarter Reported: (1) (2) (3) (4)

12/15/2003

A. Quarterly Program Summary

1. Statistical information for new individuals served this quarter:

A. Demographics			
African/African-American	0	Birth-5	10
Asian/Pacific Islander	0	6-11	10
Caucasian	2	12-17	48
Hispanic/Latina	0	18-21	25
Native Am/AK Native	282	22-44	133
E. European	0	45-54	38
Unknown	15	55-69	0
Other (specify)		70+	3
Total	299	Unknown	21
Total + Other		Total	288

} 22% juveniles

B. Indicate below the number of new victims served by type of victimization. Indicated the number of primary and secondary victims served by VOCA-funded projects during the grant period. Each victim should be counted only once, i.e., a victim of a series of domestic violence assaults should be counted more than once only as a result of separate and unrelated crimes.

Child physical abuse	25	Adults sexually abused as children	2
Child sexual abuse	34	Survivors of homicide victims	1
DUI/DWI crashes	0	Robbery	1
Domestic violence	112	Assault	71
Adult sexual assault	5	Other (specify)	89
Elder abuse	5	Total	274

C. Indicate below the number of new victims who received the following services. (See definitions (p 4) for each service and select the one(s) which most closely correlate to the services provided).

Crisis counseling	463	Emergency financial assistance	20
Follow-up contact	1413	Emergency legal services/advocacy	84
Therapy or counseling	368	Compensation claims	13
Group treatment/suppo	99	Personal advocacy	981
Shelter/safehome	104	Telephone I and R	282
In-person I and R	507	Crisis "hotline" calls	30
Legal advocacy	637	Other (specify)	735
		Total	5736