

# Advocate

OFFICE OF CRIME VICTIMS ADVOCACY  
QUARTERLY NEWSLETTER



Serving as a voice within state government for crime victims and their families

## Victims of Crime Act and the Creation of a Victim Compensation Program

### Victims of Crime Act

The [U.S. Department of Justice's Office for Victims of Crime \(OVC\)](#) administers two major grant programs to states: Victim Compensation and Victim Assistance. The Crime Victims Fund (the Fund), established by the 1984 [Victims of Crime Act \(VOCA\)](#), authorizes federal financial assistance to states for the purposes of compensating and assisting crime victims, through the creation of the Crime Victim Compensation Program (CVCP) and Victim Assistance (*see page 10 for chart depicting VOCA organizational programs*). <sup>1</sup>

The Fund is a special account that provides critical funding to help millions of crime victims every year. As of August 2010, the Fund balance had reached over 4 billion dollars and includes deposits from federal criminal fines, forfeited bail bonds, penalties, and special assessments collected by U.S. Attorneys' Offices, federal U.S. courts, and the Federal Bureau of Prisons.

[The Office of Crime Victims Advocacy](#) administers the VOCA Victim Assistance Grant, while the WA

Department of Labor & Industries administers the [Crime Victims Compensation Program \(CVCP\)](#). This article will focus on the national victim compensation program and the recent impacts to the state CVCP.

**FY 2009: Record breaking year for deposits in the Federal Crime Victims Fund = \$1,745,677,602**

*Source: Compiled from Office of Justice Programs data.*

### The National Victim Compensation Program <sup>2</sup>

The primary purpose of the victim compensation program is to supplement state efforts to provide financial assistance and reimbursement to crime victims throughout the country for costs associated with crime, and to encourage victim cooperation and participation in the criminal justice system. Typical victim compensation programs provide help with medical costs, mental health counseling,



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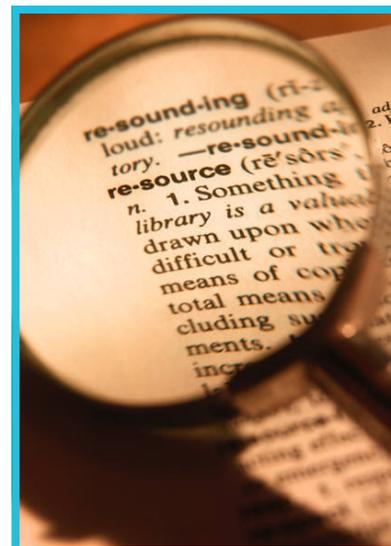
<sup>1</sup> State Crime Victims Compensation and Assistance Grant Programs (April 2004). [http://www.ojp.usdoj.gov/ovc/publications/factshts/companassist/fs\\_000306.html](http://www.ojp.usdoj.gov/ovc/publications/factshts/companassist/fs_000306.html)

<sup>2</sup> As adapted from National Association of Crime Victim Compensation Boards; Overview [www.navaa.org](http://www.navaa.org)

funeral and burial costs, and lost wages or loss of support.

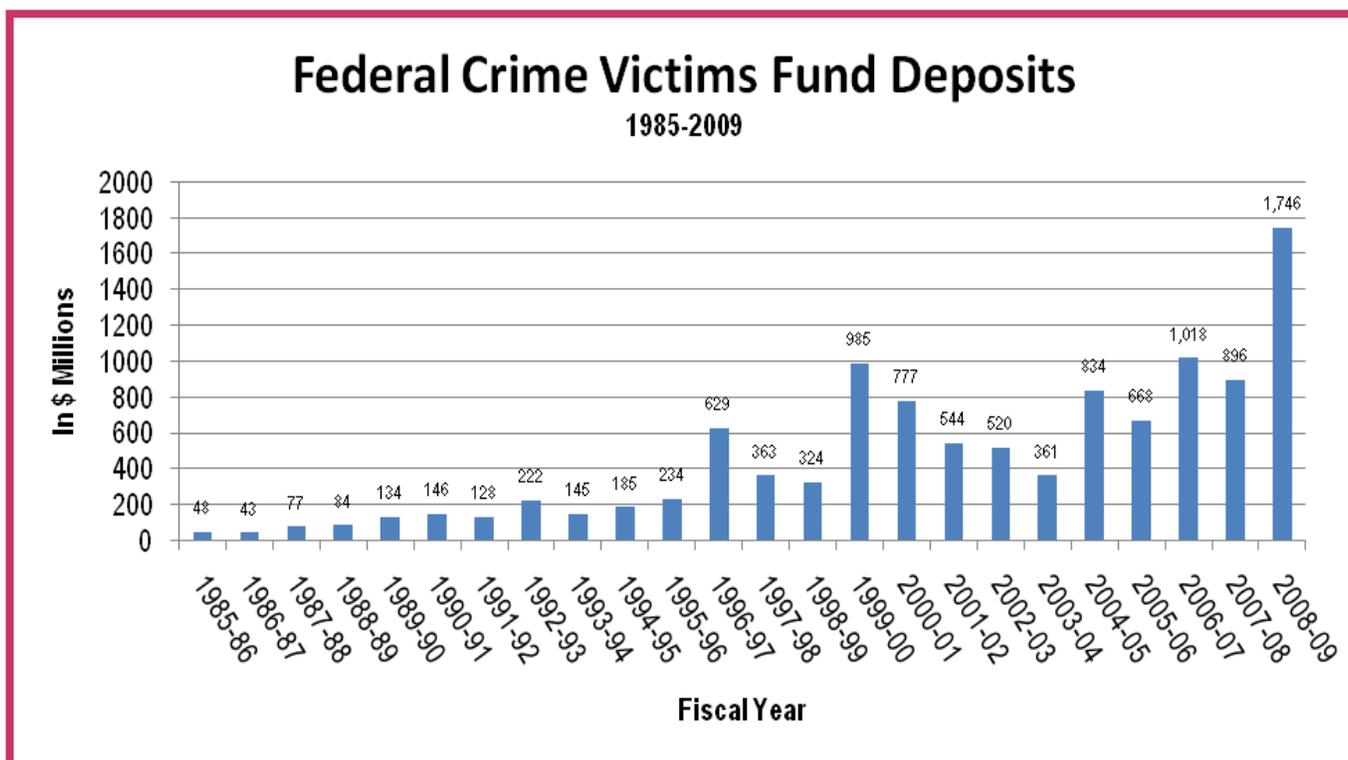
However, states may choose to expand services and cover other crime related costs associated with victimization such as: replacement or repair of eyeglasses, dental services and devices, prosthetic devices, crime scene cleanup, and forensic sexual assault exams. Property damage and loss are not covered by victim compensation programs. Victims of crime may suffer financial stress as devastating as their physical injuries and emotional trauma. The victim compensation program provides some relief to victims for the cost of medical care and other related effects of crime.

Fortunately, every state in the nation has a victim compensation program that provides a degree of financial assistance to crime victims and their families. This program, while it cannot erase the grief and trauma victims experience, it can be crucial in the aftermath of crime. By paying for care that helps restore victims' physical and mental health, and by replacing lost income for victims who cannot work and for families who lose a primary earner, compensation programs are supporting victims in very direct and necessary ways.



## History of the Federal Victim Compensation Program

Victim compensation was the first type of organized victim assistance in the United States. The earliest compensation program was created in 1965 in California; with nine states operating programs by 1972. Under VOCA, each state victim compensation program receives an annual grant equal to 60 percent of what the program spent in state money annually. This calculation is based on the state dollars paid out for the federal fiscal year 2 years prior to the year of the Federal grant. Monies deposited in the Fund are generated from federal criminal fines and penalties; not taxpayer funds. The following chart depicts deposits to the Fund between 1985-2009. <sup>3</sup>



<sup>3</sup> Office for Victims of Crime Fact Sheet, *Crime Victims Fund*. Compiled from Office of Justice Programs data. <http://www.ovc.gov/publications/factshts/cvf2010/intro.html>

## Federal Victim Compensation Eligibility & Services

A victim who suffers physical injury or emotional trauma as a result of violent crime, may be eligible for victim compensation services. Victim compensation programs typically cover the following violent crime types:

- Sexual Assault
- Domestic Violence
- Child Abuse
- Assault
- Homicide
- And other crimes...

Victim compensation programs require victims apply for benefits. Compensation programs can pay for a wide variety of expenses and losses related to criminal injury and homicide. Beyond medical care, mental health treatment, funerals, and lost wages, a number of programs also cover crime-scene cleanup, travel costs to receive treatment, moving expenses, and the cost of housekeeping and child care if a victim is unable to perform those tasks.

While each state operates under its own law, all compensation programs have the same basic criteria to determine eligibility for benefits. Generally, the victim must meet the following eligibility criteria:

- Report the crime promptly to law enforcement, and cooperate with police and prosecutors (often exceptions for child victims);
- Submit a timely victim compensation application;
- Have costs or loss not covered by insurance or another governmental benefit program (victim compensation programs pay only after other collateral sources are used); and
- Not have committed a criminal act or some substantially wrongful act that caused or contributed to the crime. Apprehension or conviction of the offender is not required.

### Washington State Crime Victims Compensation Program (CVCP)

Washington State is a leader and model for other states with the robust benefits offered to crime victims in our state, which began with the creation of the program in 1974. Up until 2010, WA was one of the top programs in the country based on the breadth and scope of services available to crime victims. Benefits that included: medical/mental health expenses, lost wage replacement, burial expenses, disability payouts, and a soft cap on medical benefits of \$150,000.

In 2010, due to severe budget circumstances, the legislature significantly changed many of the core services offered by CVCP. As a result, the CVCP offers the relatively same menu of benefits, although the benefit amounts have been decreased and eligibility for benefits have tightened. The following chart depicts the array of benefits and threshold amounts across the history of the program.



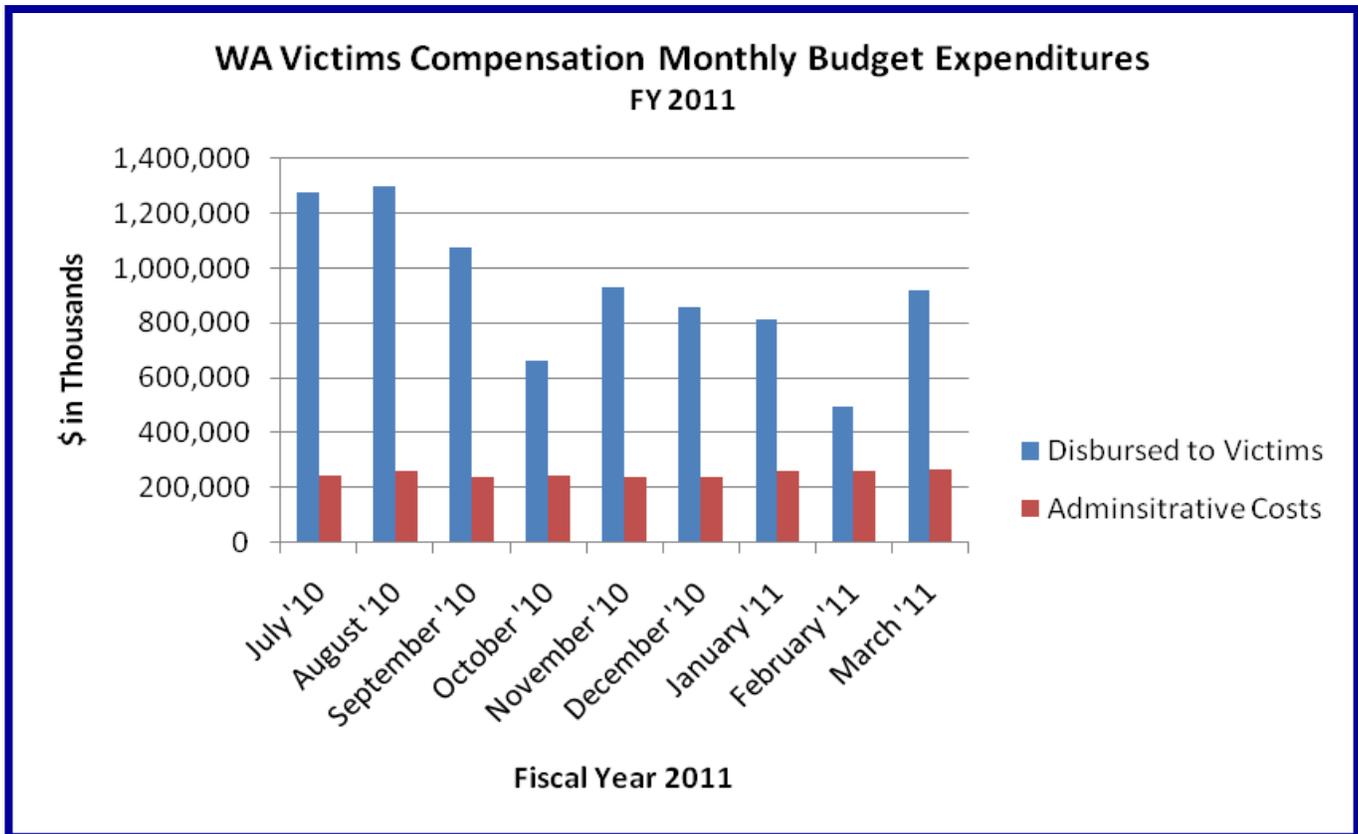
# Crime Victims Compensation Program Benefits Washington State

Adapted from Yvonne Walker, Sr. Research Analyst paper, "Benefits Under the CVC Program" 2011

Benefits		Prior to April 1, 2010	<u>SSB 6504</u> 2010 (after April 1, 2010 – July 1, 2011)	<u>SB 5691</u> 2011 (from July 1, 2011 – July 1, 2015)	After July 1, 2015 (Governor Veto Sunset Provision)
Total Claim Payments for Single Claim		\$190,000 per claim	\$50,000 per claim	\$50,000 per claim	\$190,000 per claim
Medical/Mental Expenses		Soft Cap \$150,000	\$50,000	\$50,000	\$150,000
Replacement Services	<i>Home &amp; Vehicle Modification</i>	Home modification payment may not exceed average yearly wage. Limited to one home. Vehicle may not exceed 50% of yearly average wage and limited to one vehicle.	Home modification payment may not exceed average yearly wage. Limited to one home. Vehicle may not exceed 50% of yearly average wage and limited to one vehicle. Benefit limited to overall cap claim.	\$0	Home modification payment may not exceed average yearly wage. Limited to one home. Vehicle may not exceed 50% of yearly average wage and limited to one vehicle. Benefit limited to overall cap claim.
	<i>Clothing &amp; Footwear Compensation</i>	RCW does not specify an amount. Paid through medical billing reimbursement. Victim must submit receipt.	RCW does not specify an amount. Paid through medical billing reimbursement. Victim must submit receipt. Benefit limited to overall cap claim.	RCW does not specify an amount. Paid through medical billing reimbursement. Victim must submit receipt. Benefit limited to overall cap claim.	RCW does not specify an amount. Paid through medical billing reimbursement. Victim must submit receipt. Benefit limited to overall cap claim.
Burial Expenses	<i>Lump Sum Payment for Death of Victim</i>	\$7,500			
	<i>Burial Expenses</i>	200% of average monthly wage	\$5,750	\$5,750 Application must be received within 12 months of death	\$7,500
Permanent Total Disability	<i>Lump Sum</i>	\$0	\$0	\$0	\$0
	<i>Time Loss</i>	Up to \$40,000 to surviving spouse for life (if employed at time of criminal act or employed for any three consecutive months of preceding 12 months.)	Up to \$40,000 to the surviving spouse for life (if employed at time of criminal act.)	Up to \$40,000 to the surviving spouse for life (if employed at time of criminal act.)	Up to \$40,000 to the surviving spouse for life (if employed at time of criminal act.)
Temporary Total Disability	<i>Lump Sum</i>	\$0	\$0	\$0	\$0
	<i>Time Loss</i>	Up to \$15,000 (if employed at time of criminal act or employed for any three consecutive months of preceding 12 months.)	Up to \$15,000 (if employed at the time of the criminal act.)	Up to \$15,000 (if employed at the time of the criminal act.)	Up to \$15,000 (if employed at the time of the criminal act.)
Permanent Partial Disability	<i>Initial Payment</i>	Three times the state average wage	\$7,000 (payable in a lump sum Payment)	\$0	\$7,000
	<i>Time Loss</i>	Up to \$15,000 (if employed at time of criminal act or employed for any three consecutive months of preceding 12 months.)	Up to \$15,000 (if employed at the time of the criminal act.)	Up to \$15,000 (if employed at the time of the criminal act.)	Up to \$15,000 (if employed at the time of the criminal act.)
Benefit Cap		Soft Cap \$150,000	\$50,000	\$50,000	
Eligibility			Compensation disallowed for victims charged with felony 5 years preceding criminal act or after applying for benefits.		
Funding			Created new Crime Victims Compensation Account		

## Funding Washington's Crime Victims Compensation Program

Washington's Crime Victims Compensation (CVCP) is comprised of both state and federal funding. The Washington State Legislature appropriates state funds to cover the necessary costs to the program. The following chart depicts the monthly budget expenditures for Washington's CVCP for fiscal year 2011:



E2SSB 6504 (2010) Requires the Department to post every month, the total amount of funding available, total amount of funds dispersed, and total administrative costs on its public website.

Given the CVCP dependence on the State General Fund, and the difficult economic conditions of our state, our legislators were obligated to review program expenditures, among many competing budget demands, and to tighten expenditures where they could.

In response, the Legislature passed two pieces of legislation which significantly impact the CVCP. [E2SSB 6504](#) *Modifying Provisions of the Crime Victims' Compensation Program*, was passed by the Washington Legislature in 2010. Major provisions of this bill include:

- Total claim payments for a single claim are limited to \$50,000.
- Benefits paid for burial expenses not to exceed \$5,750 and may only be paid if an application is filed within one (1) year of the time the death was recognized as a homicide or remains are recovered.
- Eliminated lump sum payment available to surviving spouse or child when a homicide victim was not gainfully employed at the time of the criminal act.
- Total compensation available in a case of permanent partial disability is limited to \$7,000.
- Compensation is disallowed for a victim:
  - Who has been convicted of a felony during the five (5) years preceding the criminal act, and after the criminal act

- The criminal act is a violent felony crime or crime against persons, **UNLESS**
- All legal financial obligations have been satisfied.
- Time loss compensation is disallowed for any person not gainfully employed at the time of the criminal act.
- A new non-appropriated, dedicated account is created in the custody of the state treasury: the Crime Victims Compensation Account.

Significant changes continued into the next legislative session with the passage of, [SSB 5691](#) *Streamlining the Crime Victims' Compensation Program*. The following impacts to the CVCP will be effective July 1, 2011:

- Benefit for Permanent Partial Disability is removed.
- Payments for home and vehicle modification are also removed.
- Non-medical limited to \$40,000 out of \$50,000 total benefit claim cap.
- Colposcopy (Rape) exams excluded from \$50,000 benefit cap.
- Crime Victims Compensation Program severed from Title 51 Workers Compensation.

## **Title 51 Workers Compensation ... No More!**

When Washington created its CVCP in 1972, the existing Workers Compensation Program seemed a good model in which to create a secondary insurance program for victims of crime. Title 51 refers to the Revised Code of Washington (RCW), which governs the workers compensation program. Victims of crime would be eligible for the same types of benefits as those enrolled in the Workers Compensation Program; benefits such as medical and time loss. However, by the early 1980's, it was clear the CVCP could not sustain equanimity with Workers Compensation, which resulted in a shutdown of the program for a couple of months as program staff and legislators struggled to find ways to keep the program solvent.

The result of this fiduciary dilemma was the creation of the Public Safety & Education Account (PSEA), of which the Crime Victims Compensation Program was a significant recipient of funds within this account, as well as, but not limited to, the Criminal Justice Training Commission, the Department of Social & Health Services, the Traffic Safety Commission, and the Office of Crime Victims Advocacy. The second result of this temporary shutdown was the capping of program benefits. Unlike their injured worker counterpart, no longer would victims have access to unlimited medical, disability pension and time loss as the result of a crime.

Between the federal VOCA, PSEA, and the capping of benefits, the CVCP was able to maintain relative stability over the 1990's and mid-2000's, up until Washington experienced the beginning of our recent economic downturn.

Prior to the 2010 Legislative Session, Washington's CVCP was funded through court assessed fees and fines that were deposited in the PSEA Account. In an attempt to deal with the ongoing recession blanketing our state as well as most of the Nation, the Washington Legislature abolished the PSEA, resulting in criminal fees and penalties now being deposited in the State General Fund.

The 2011 Legislative Session brought with it another set of changes to the CVCP, including the severing of the Crime Victims Compensation Program from Title 51 Workers Compensation, effective July 1, 2011. So, what does this mean to the Program and to victims?

Separating the CVCP from Title 51 Workers Compensation Program has many benefits. Future policy decisions can be made from the perspective of "what's best for the victim" as opposed to "how will

this change fit with the Workers Compensation Program?" CVCP staff will have more latitude to create policies and procedures that reflect a positive direction for the Program, and removes the comparison between worker and victim. Currently, only two other states' CVCPs mimic a Workers Compensation program: Idaho and Virginia.

## **The Future of Crime Victims Compensation in Washington**

Crime Victims Compensation, like all other victim services, is funded through the State General Fund (some programs are also funded by federal money solely or in combination with State funds). Such a funding mechanism requires legislative decisions and puts crime victim services in with all other appropriations, including health care, K-12 education, corrections, and other big budget items.

Cletus Nnanabu, Program Director of Washington's Crime Victims Compensation Program (CVCP), believes the future success of the program is "dependent on a dedicated funding source; a funding source generated from offender fees and fines, at a minimum, with potentially multiple sources of funding streams, with the legislative authority to carry-over these State Funds from year-to-year and biennium to biennium."

As mentioned earlier in the summary of E2SSB 6504, the Crime Victims Compensation Account was created and established to receive a percentage of inmates wages. This account, in some ways mirrors that of its predecessor, PSEA (a dedicated funding source), only it falls short, as the account is not adequately collecting fines and fees at this time.

States, including Washington, are struggling to establish secure and sufficient funding sources to pay all future claims and to expand benefits to meet more victims' needs. Most compensation programs do not have enough money to cover the current need for current claims, let alone financing the expansion of benefits and services to victims. Some states, including Washington, are stepping up to the challenge and exploring potential funding solutions to the victims' compensation program.<sup>4</sup>

- In Oregon, a significant amount of crime victims compensation funding comes from a share of punitive damages in civil suits.
- Georgia requires a monthly parole supervision fee and a probation fee on every parolee and probationer. Fees are then deposited in the Georgia crime victim compensation fund.
- Utah's crime victim compensation fund receives 35% of all fines, fees, forfeitures, and surcharges.
- Iowa charges a civil penalty fee for license reinstatement in each DUI offense.
- Other states are looking at tapping in to moving traffic violations as well as increasing revenue-recovery efforts through the hiring of staff to aggressively pursue offenders and outstanding restitution orders.

## **In Summary**

The Crime Victims Compensation Program is a crucial victim service available to victims in Washington. As advocates and partners in the world of victim services, it's essential to understand changes to the program, as well as steps to take to get involved.

Key to the future of Washington's CVCP is the creation and enactment of varied and dedicated funding streams and the ability to carry-over funds from fiscal year to fiscal year and biennium to biennium. The political and economic realities necessitate patience, creativity, and the coming together of the victim advocate community to work together to find a common solution to a problem faced here in our state, as well as other states across the country.

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<sup>4</sup> "Shaping the Future of Victim Compensation: Funding." Crime Victim Compensation Quarterly, Issue #1. (2011).

## WAY TO GO!!!

### Visionary Voice Award Congratulations!

Joan Renner, Director of the Sexual Assault Program of the YWCA of Clark County, was honored in April of this year as a 2011 recipient of the Visionary Voice Award from the National Sexual Violence Resource Center (NSVRC). According to the NSVRC, these awards "recognize the creativity and hard work of individuals around the country who have demonstrated outstanding advocacy and community work to end or prevent sexual violence."

Ms. Renner was nominated by WCSAP for her ongoing dedication, passion and leadership on sexual violence issues in her community and statewide. "Joan has worked tirelessly to increase awareness of sexual violence, enhance community safety, and to build strong foundations with systems partners that best support sexual assault survivors. Joan's leadership and contributions to the sexual violence movement locally and statewide are vast. She is an incredible advocate who embodies what this award is all about," said Andrea Piper-Wentland, Executive Director of WCSAP.

Ms. Renner has been a voice for survivors of sexual assault in Clark County for more than 30 years. She has served on a multitude of community boards, committees, and taskforces, and as an informal advisor to professionals in the criminal justice system, always promoting sensitivity and compassion for survivors of sexual violence.

Ms. Renner is one of 22 recipients nationwide to receive the award. For a complete list of the award winners, visit <http://www.nsvrc.org/news/3754>.

### Sex Trafficking in Snohomish County

A League-sponsored public meeting on sex trafficking in Snohomish County on April 28 at Mukilteo's Rose Hill Community Center drew a standing-room-only crowd.

The meeting featured three speakers; Tim Morgan, of the Everett Police and FBI Regional Task Force; Dusty Olson, of the Providence Intervention Center for Assault and Abuse and the Snohomish County Task Force for Sex Exploitation of Girls; and Lisa Paul, Snohomish County Deputy Prosecuting Attorney and head of the special assault unit.

Dusty Olson said, that an estimated 300 to 500 kids a year are trafficked in Seattle, and the same in Snohomish county isn't too far off. She described the qualities of girls especially vulnerable to the advances of pimps. She explained how attachment to their pimps and fear of law enforcement increases the difficulty in helping these girls.

In addition, she furnished information about The Sexual Exploitation Intervention Network of Snohomish County—a coordinated effort of law enforcement and social services to help underage victims of sex exploitation.

Lisa Paul, described recent state law changes increasing the penalties for pimps and johns, resulting in prosecutor willingness to devote the resources necessary to prosecute a case.

All three speakers emphasized the need for additional training for law enforcement and social service professionals dealing with the underage victims of sex trafficking.

*\*Kudos to Dusty, the Snohomish County partners, and the League of Women Voters for hosting a forum and raising awareness about commercial sexual exploitation.*

### NoVo Foundation Commits \$80 Million over 10 Years towards Ending Violence Against Women & Girls

The NoVo Foundation of New York kicked off its *Move to End Violence* initiative last month, after selecting sixteen individuals—and the organizations they represent—from across the country to participate in its first cohort. This groundbreaking initiative is designed as a series of five cohorts, each with a two-year cycle.

Nan Stoops, Executive Director of the Washington State Coalition Against Domestic Violence, was selected to participate and recently returned from the cohort's first convening. "I am deeply honored to represent the staff, board, and membership of our coalition in this initiative," said Stoops. "I have always been moved by the strength of our collective advocacy here in Washington, and I'm glad to be joining it with such an innovative project."

*Move to End Violence's* pilot cohort includes 16 visionaries selected from a pool of over 140 applicants. Over the next two years, these leaders and the organizations they represent will engage in movement building work, transformative leadership development, social change skills trainings, and organizational development. Additionally, each organization receives a significant grant from the NoVo Foundation.

Rather than funding organizations in isolation, the goal of *Move to End Violence* is to build capacity in the field by connecting innovative leaders and organizations working for social change. The Initiative provides the opportunity to step back from the pressing needs of day-to-day work to envision a world free of violence against girls and women, and strengthen the movement's ability to take strategic steps towards that goal.

## ADVOCACY TRAININGS

WASHINGTON STATE COALITION

**WSCADV**

AGAINST DOMESTIC VIOLENCE

### Crossing Borders Webinar

August 3, 2011 @ 10:00 AM

Duration: 2 hours

Presenter: [Dr. Kirsten Senturia](#)



#### We know the Challenges:

Survivors continue to tell us that mainstream services often fail to meet the needs of those from specific ethnic groups.

As advocates, we are committed to change this.

#### Join us as we:

- Hear about lessons learned from the powerful voices of survivors.
- Learn about how these 9 cultural communities talked about violence.
- Think critically about how we can continue to build capacity in our programs to support survivors.

**REGISTER NOW**

## OCVA Program Updates

### Sexual Assault Accreditation Review:

The Washington State Sexual Assault Services Plan has been in place since 1997 and with it Washington's Sexual Assault Accreditation System. OCVA and WCSAP have partnered to sponsor and support a review of the accreditation system. Towards this effort, Christi Hurt has been contracted to coordinate this process. Christi, both while in Washington and in recent years since leaving, has a lot of connection to and contact with states throughout the country on sexual assault services. This rich history, expertise, and experience are proving invaluable to this process. During the initial statewide meetings (one east, one west) to kick off this project, Christi reported that now 45 states are implementing some form of the system we created in Washington in 1995, codified in 1996, and implemented in 1997.

After the initial statewide meetings, a work group was formed to work more intently on recommendations and suggestions made by the field. To date, we have held two meetings; one by teleconference and one in person. The

discussions have been both extremely helpful, as well as fascinating. There will be continuing opportunities (like the first survey) for all CSAPs to provide input and ideas before decisions and final plans are made. The more voices heard from, the better the products, so weigh in.

### New STOP Grant Calendar:

Given consistent delays over recent years in receiving STOP awards months past the federal fiscal year (Oct 1), OCVA has decided to make an adjustment. Thus, the new STOP grants will begin January 1. However, the current grants end on September 30. We do not want to create a gap in service or grant support (from Oct 1 – Dec 31) this initial year, so we have worked creatively with you to bridge this gap. State and community partnership at its best. Between scraping together funding and a real picture of funding needs, new amendments are making their way to the field with new grants proceeding in the Fall. Well done!

"This session was no doubt the most difficult in recent memory. But we've turned a corner in Washington state. With a new spirit of bipartisanship, we're significantly transforming Washington state government to help move us beyond the worst economic downturn in 80 years", says Governor Chris Gregoire, following the end of the special session.

"We'll walk away from this session with a stronger sense of partnership and cooperation – as well as a balanced budget that ensures we have the financial resources to provide core services now and into the future. And we developed that balanced budget with no new revenue, with no short-term fixes and with no budget gimmicks. We did it by tackling long term costs, by making government leaner and more efficient and by implementing innovative reforms that ensure the state can continue to provide critical services like health care, education and public safety."

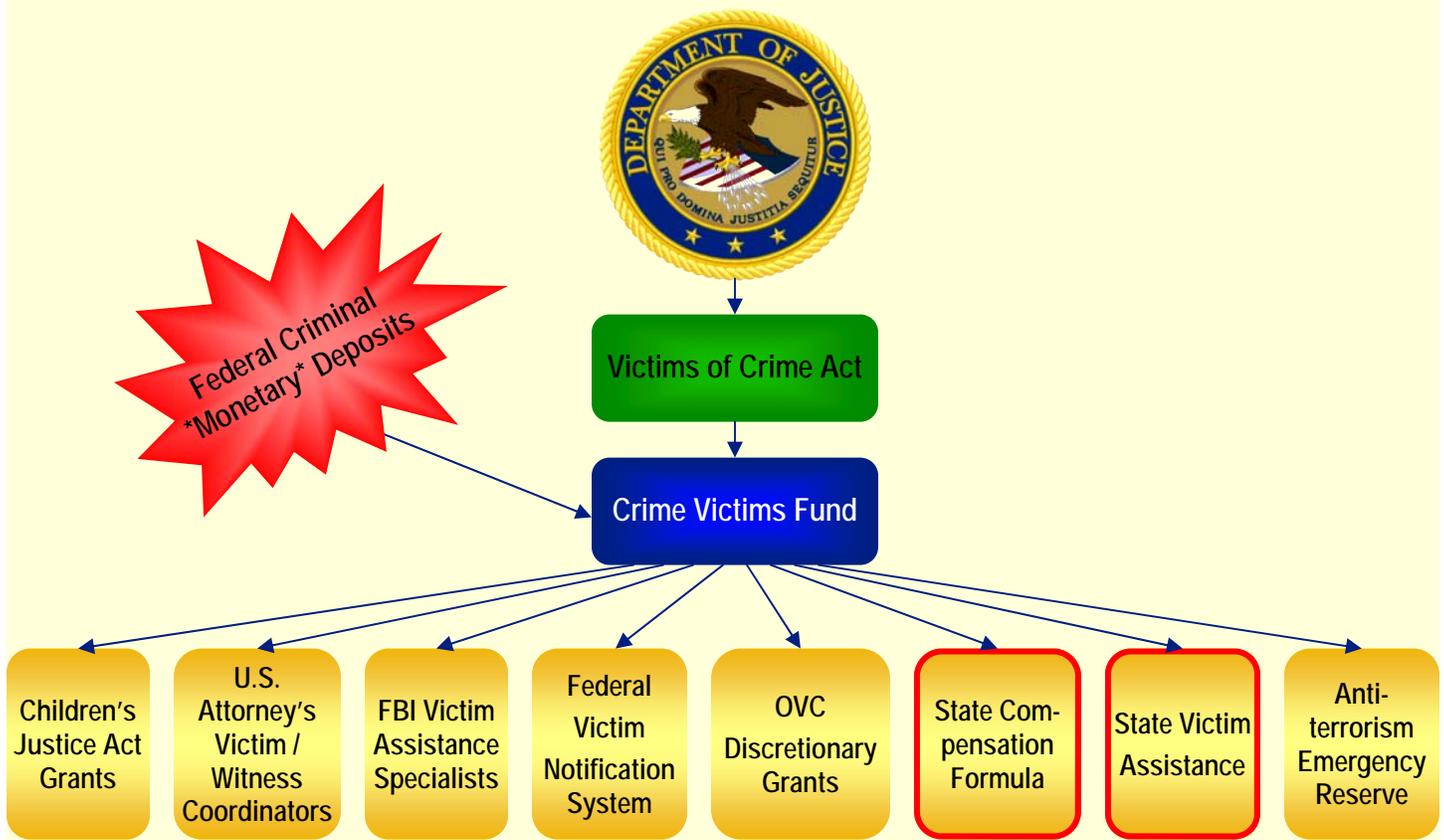
"Additionally, we passed major legislation to spur job creation and strengthen our economic recovery. At the state level, we passed a transportation budget that will put 30,000 people to work. Our capital budget sustains another 15,000 jobs. And we passed major reforms to give our businesses the confidence they need to start hiring again – including significant changes to our workers compensation system, and a reduction in unemployment insurance rates. To help our families during these tough times, we provided a temporary increase in unemployment benefits to 70,000 Washingtonians."

For the Office of Crime Victims Advocacy and the organizations and services supported through funds from this office, the only program for which the Legislature reduced the funding is the Victim Witness Assistance Program.

For a complete listing of bills of interest to the Office of Crime Victims Advocacy which became law as a result of the 2011 legislative session, go to the OCVA website or click [Final Legislative Report](#).

### Federal Victims of Crime Act

#### Funding Distribution by program



**WSCADV 20th Annual  
Conference!**

**September 19th - 21st**

**Spokane Convention  
Center**

[Register](#)

The morning of June 13, 2011, Governor Gregoire announced that she will not seek re-election in November 2012. "The worst thing that I can think of for the state of Washington is for me to be preoccupied with a campaign right now," she said. "I need to set my sights on the next 18 months and guarantee that we are out of this recession."

The Governor's two terms in office will certainly be remembered as exciting and fun and then bittersweet. But on the topic of crime victim services, she has been steadfast and strong. Through a calamitous economy, victim services have experienced minute funding decreases.

**Car Thefts up 10 Percent in  
Washington**

The national Insurance Crime Bureau reports auto thefts increased nearly 10 percent last year in Washington to more than 29,000. That's an average of 80 stolen vehicles a day in the state.

The bureau's report June 21st said most of the thefts were in the Seattle-Tacoma-Bellevue area (more than 16,000). Spokane had nearly 2,800 and Yakima almost 1,300.

In terms of auto theft rate, the number per 100,000 residents: Spokane is fourth-highest in the nation; Yakima 10th and Seattle 13th.

*\*article from The Olympian*

**Hear ye, hear ye!**

No agency with any grant from OCVA is required to keep the paper tracking of the number of information and referral and/or crisis calls - once that information is entered into InfoNet.

**Shred Away!!!**

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*The Office of Crime Victims Advocacy serves as a voice within state government for the needs of crime victims in Washington State.*

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