

## I. Introduction

This report, submitted by the Mayor's Office of Criminal Justice (MOCJ) to City Council in compliance with Local Law 162 of 2016, serves as an annual report for crime victim services in New York City. In January of 2018, MOCJ released the NYC Crime Victim Services [Finder](#) (the Finder) in accordance with Local Law 162. This resource serves as a centralized locator of city-funded crime victim service providers for victims, service providers, advocates, and others who are interested in learning more about available services in New York City. The mobile-optimized [Finder](#) is housed on MOCJ's [website](#) and is available on third party websites that cater to crime victims in the City including [NYCHope](#) and 311's Crime Victim Assistance [page](#).

The locations included in the [Finder](#) provide services targeted to individuals or groups who have been victims of crime.

The [Finder](#) allows users to search service providers by name, location, and specific crime categories (such as intimate partner violence, family violence, sexual assault, violent crime, and property/ financial crime). Users can also filter results based on age group.

The [Finder](#) is optimized for mobile users, translatable into nine non-English languages, and provides linkages to additional resources including: 911, 311, The Office to End Domestic and Gender-Based Violence's (ENDGBV) Resource Directory on [NYCHope](#), New York City's 24-hour domestic violence [hotline](#), New York City's 24-hour crime victim assistance [hotline](#), and the Administration for Children's Services [hotline](#).

## II. Background and Crime Victim Services Overview

MOCJ advises the Mayor on public safety strategy and together, with partners inside and outside of government, develops and implements policies that promote safety and fairness and reduce unnecessary incarceration.

According to the New York State Division of Criminal Justice Services in 2017, in New York City 538.9 out of every 100,000 residents were victims of violent crime.<sup>1</sup> Survivors often need assistance in confronting challenges they may face in the wake of their victimization. Whether coping with an injury or dealing with the costs of property one cannot afford to replace, victim services are available to support survivors with the emotional aftermath of a crime and safely navigate a path forward.

## III. Discussion of Nature of Assistance Provided to Crime Victims by Service Providers

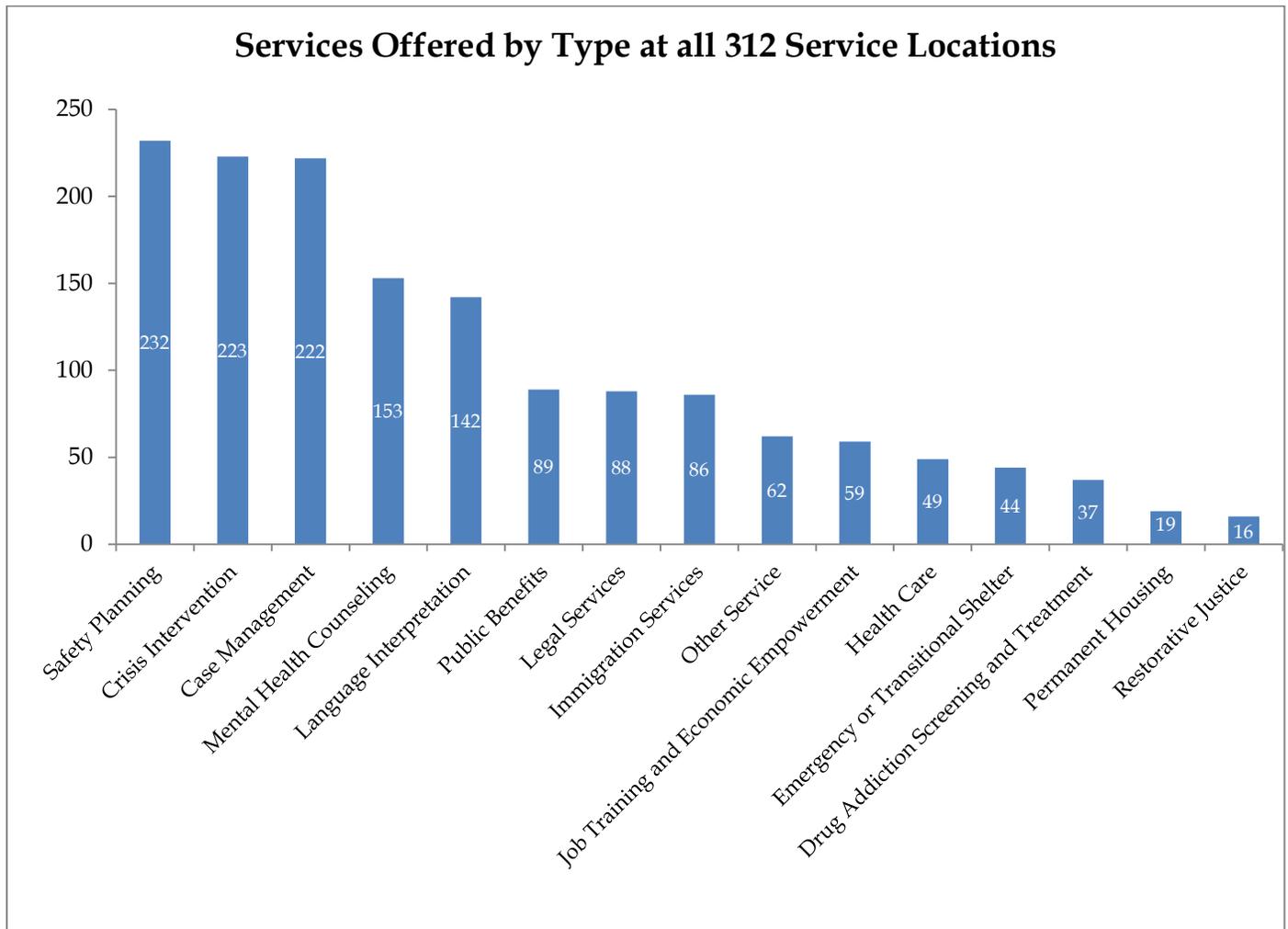
The [Finder](#) currently contains 72 service providers that represent 312 unique service locations throughout New York City. Each service location is displayed as a dot on the map that, when clicked, details the service location's address, hours of operation, phone number, website, whether the location is wheelchair accessible, eligibility criteria, languages offered, referral requirements, the services that are offered at a specific location, and cultural competencies in which a service location's staff are trained. Providers were instructed to exclude confidential locations. Due to the fact that this information was self-reported by providers, the extent and detail of the information included varies from service location to service location.

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<sup>1</sup> <http://www.criminaljustice.ny.gov/crimnet/ojsa/countycrimestats.htm>.

In order to keep the data in the [Finder](#) current, providers that wish to update their information, or wish to have their organization added to or removed from the directory, can use a link on the [Finder](#) to fill out an update request form. Alternatively, providers can contact [victimservices@cityhall.nyc.gov](mailto:victimservices@cityhall.nyc.gov). MOCJ also reaches out to crime victim service providers annually to request updates and to give currently absent providers a chance to submit their information.

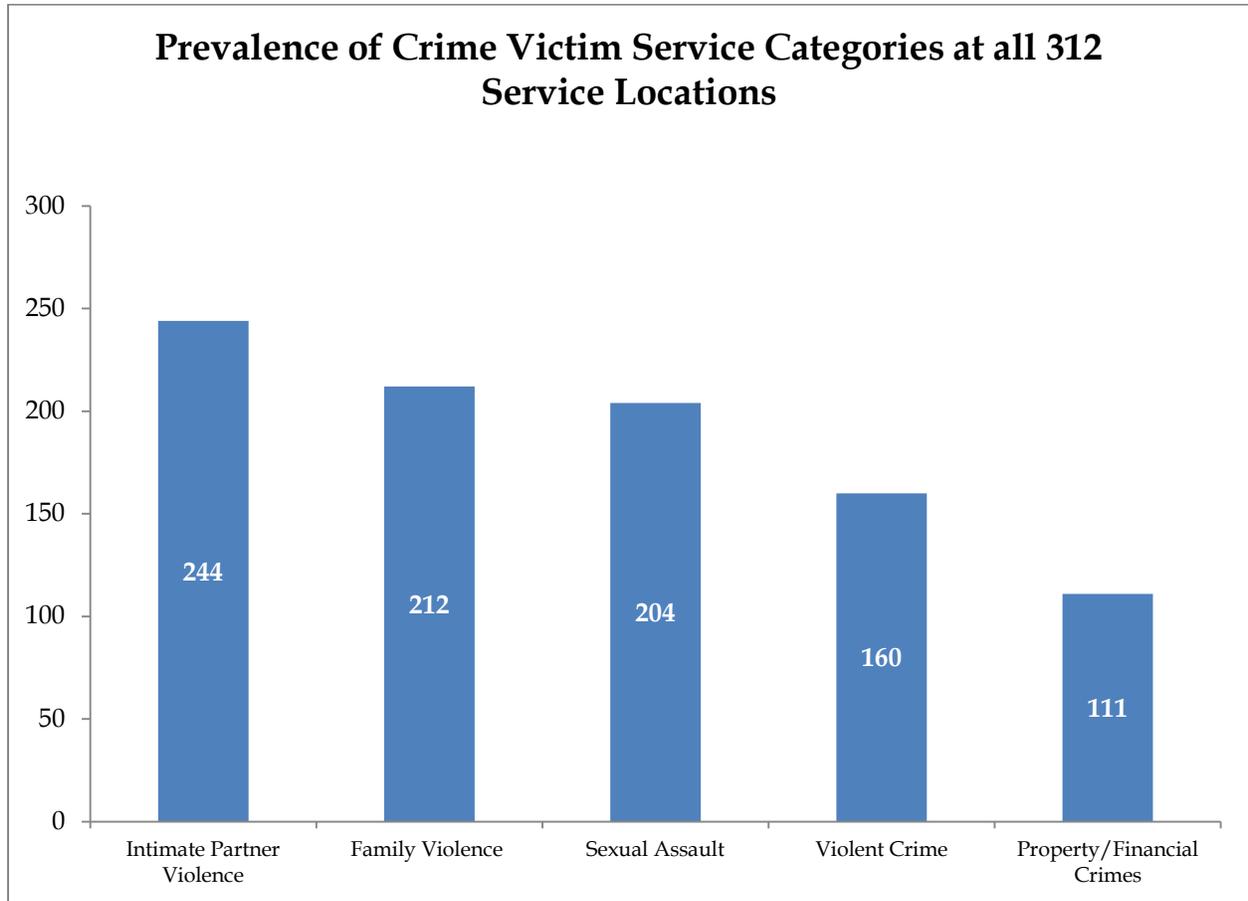
The following chart details the broad range of services offered by providers.<sup>2</sup> The categories range from safety planning (offered at 74% of service locations) to restorative justice (offered at 5% of service locations). There were 62 providers that reported ‘other’ services that yielded responses as varied as child care, financial assistance, animal-assisted therapy and trauma-informed self-defense classes.



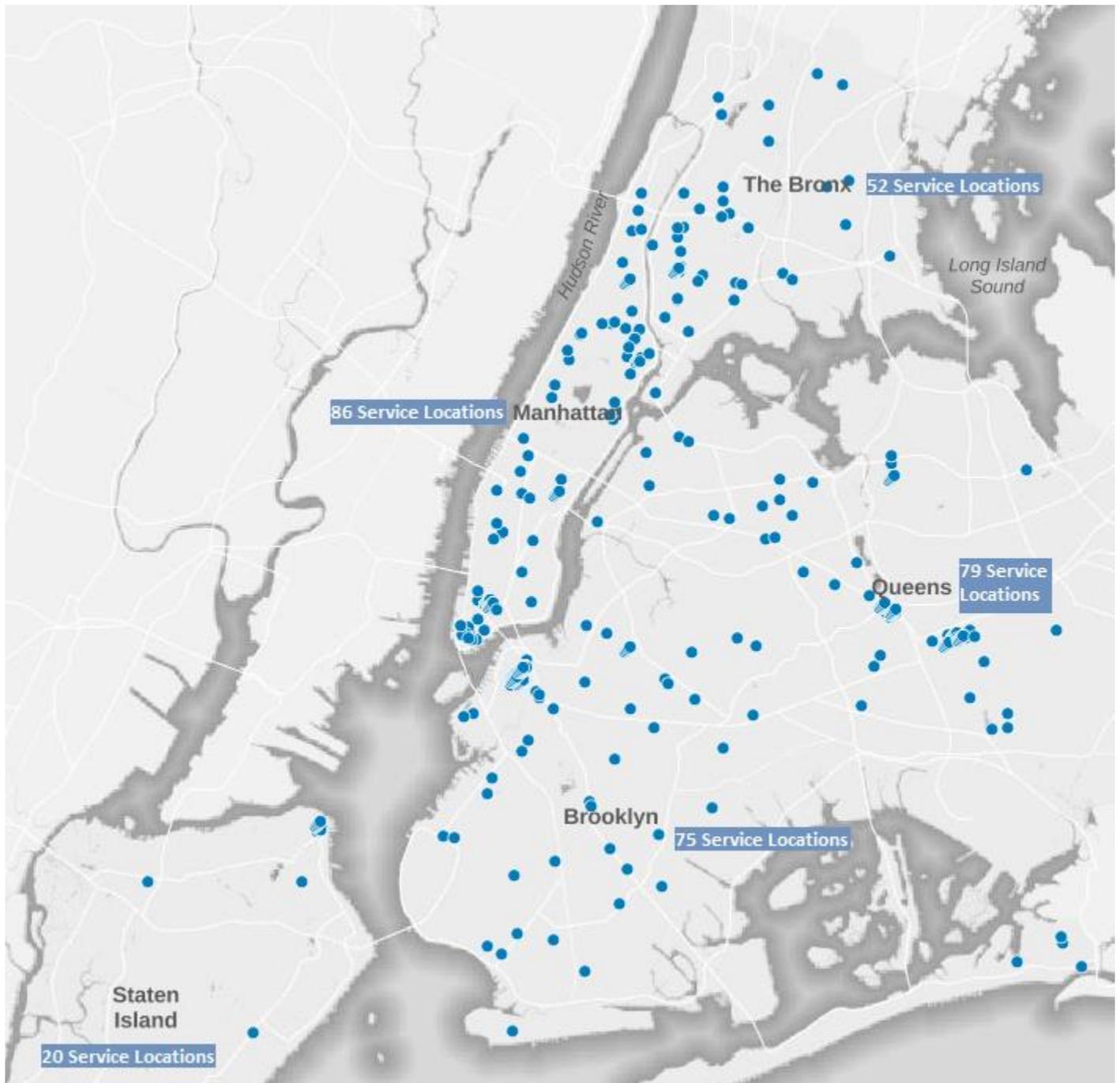
Providers also reported in which crime categories they specialize. Almost all service locations indicated specializing in at least one crime category and 32% indicated that they target their services to all five listed categories.<sup>3</sup>

<sup>2</sup> Data last updated December 19, 2018

<sup>3</sup> For the purposes of the Finder, intimate partner violence is defined as: “physical, sexual, psychological, or economic abuse that occurs between a former husband/wife, boyfriend/girlfriend, child’s mother/father or a partner that someone lives with or used to live with.” Family violence is defined as: “physical, sexual, psychological, or economic abuse that occurs between family members.”



As the graphic on the following page reveals, service locations tend to be concentrated around a given borough's courts, government offices, and borough hall, or areas that tend to see relatively higher crime rates than the City as a whole, such as Jamaica, Queens and central/east Harlem. However, because the Finder does not include confidential service locations, the graphic should not be considered an exhaustively comprehensive representation of all services available to victims in a given borough.



#### IV. Service Provider and Partner Feedback on Areas Where Increased Coordination is Possible

In order to assess what areas exist for increased coordination, MOCJ has continually solicited feedback from stakeholders such as the Downstate Coalition for Crime Victims and government partners, such as the Mayor’s Office to End Domestic and Gender-Based Violence.

Moreover, in October 2018, MOCJ surveyed all the organizations included in the [Finder](#) to ask what providers and the City can do to better coordinate services for crime victims.

The survey responses made clear that the City should better promote the [Finder](#) and educate networks about its functionality. For example, one respondent recommended creating, “one location with every service provider’s information... a clearinghouse of providers that’s available online to which we can refer.” This essentially amounts to the [Finder](#). Moreover, one respondent noted that it would be useful for providers to know, “what other service providers specifically offer to crime victims” and to receive “clarity on what populations they all serve and what unique services they provide that differ from each other.” Given that some of this data is available in the [Finder](#), increasing awareness of the existence of the [Finder](#) and the query/search features therein will be beneficial. Finally, one respondent recommended, “increased messaging/advertising on the resources available to DV victims in NYC (i.e. an app or web site).” This is exactly what [NYCHope](#) is, which indicates a need to educate providers on various tools and resources offered by our partners.

## **V. Report on Service Coordination**

MOCJ will expand outreach efforts to partner organizations and to MOCJ’s networks to remind them of the [Finder’s](#) existence and to educate them on its functionality. Specifically, MOCJ will advertise the [Finder](#) through our communications channels, including social media. MOCJ will use its co-leadership position on the Domestic Violence Task Force (DVTF) to amplify the [Finder](#). Specifically, MOCJ will work with the DVTF Steering Committee and its subcommittees to emphasize that [NYCHope](#) and the [Finder](#) are complimentary resources.

As part of this expanded outreach, MOCJ will continue to solicit feedback on the [Finder](#) and service coordination in general in order to continue to improve the resource and identify gaps that exist in the City’s service provision infrastructure.