

Vermont Center for Crime Victim Services

Celebrating
20
YEARS
1992-2012

The Vermont Center for Crime Victim Services joins with victims, survivors, and those who interact with victims and offenders to provide, sustain, and support a collaborative system of direct services across Vermont that is comprehensive, victim-centered, trauma-informed, and accessible to all diverse populations.

The Center also works to hold offenders accountable for the harm they have caused victims and communities.

Since its creation in 1992 the Vermont Center for Crime Victim Services (VCCVS) has been providing compassionate, victim-centered services to Vermont's victims of crime. Over the past twenty years, the Center has collaborated with partners across the state to develop and support new programs that are innovative, comprehensive, and accessible to all crime victims, including those with disabilities and those who are not fluent in English. The Center strives to support and encourage providers and programs across the state in responding equally, respectfully, and compassionately to all victims, and, to the extent possible, to protect them from further victimization. We support services that are made available to victims/survivors regardless of whether the crime is reported or prosecuted and are independent of the offender's status or progress within the criminal justice system. Beyond services, the Center strives to engage with government system partners in identifying what we can do with the programs and resources we have now that will help victims rebuild their lives. This is part of our vision of a state of justice. We recognize that this awareness is a shared responsibility of government, survivors, and community that will greatly enhance the public good.

The Center is governed by a Board of Directors. As mandated by state statute, this Board consists of five members: a victim/survivor of crime, a physician, an attorney, and two community members. The Board approves the Center's annual budget, its policies and procedures, and the funding of Center-sponsored grantee programs.

Current members of the Board of the Vermont Center for Crime Victim Services:



From left, Duane Natvig, M.D., Ruth Stokes, Robert Paolini, Esq., Margaret Joyal, M.S., and Catherine Metropoulos.

From Our Executive Director

Greetings,

The Center celebrated its 20th anniversary in 2012. With the advent of time also comes change, and 2012 turned out to be a year of great change as we repeatedly bade farewell to some of our seasoned staff members and welcomed new ones.

The process began when Will Roberts, our Training Specialist for nine years, announced that he had accepted the position of Executive Director with O.U.R. House. He will be remembered for his wonderful sense of humor and his outstanding work coordinating the Center's Victim Assistance Academy. We sent Will off with a picnic and a "roast," wishing him all the best in his new career. Our new Training Specialist and Events Coordinator, Mandy Park, brings a different and valued perspective to the work. Mandy is a recent graduate of the World Learning's SIT Graduate Institute, where she received a Master of Arts in Intercultural Service, Leadership and Management/Policy Advocacy and Analysis. Originally from L.A., she also brings a gleam of California sunshine.



Shortly thereafter, our IT Manager Par Excellence, Odie Routh, announced that he had accepted a position with an alternative energy development company as a Cloud Administrator, which we all thought sounded quite heavenly! Odie made numerous contributions, especially to our technology infrastructure and website. The Center's Victim Compensation Program will always be in awe of Odie's design and development of their SEDNA database. Although we were in shock, we rallied, and now we are appreciating Tim Barden's humming as he makes his way around the Center, soothing everyone's computer woes. Thanks to Tim, the Center now has a wireless conference room, which is great for all our stakeholders who like to hold meetings at the Center.

The Restitution Unit also experienced many changes in 2012. Elaine Kimball, Victim Liaison, left the Restitution Unit in September. Shannon Murphy was hired in April to fill the position of Administrative Assistant to the RU Manager. Shannon holds a Bachelor's Degree in Social Work from UVM and has extensive experience working in human services. In February, 2013 Shannon moved into the open Victim Liaison position at the Unit.

Sarah Page left the Center last summer after eight years as our Financial Manager. After a careful search, we hired Rita Tornatore to fill this position. A local Waterbury resident, Rita's background includes undergraduate degrees in accounting and finance and a Master's Degree in Public Administration with nonprofits. She has extensive experience working with school districts and government.

At the end of July, the Restitution Unit moved into new offices within the same building, giving the Unit staff much-needed space and more access to a large conference room to be shared by all. Emma Brown was hired in July as a Collection Case Manager. Emma has a Bachelor of Science in Criminal Justice from Mansfield University of PA and is currently working on her Masters In Criminology at Indiana University. The Center also hired Rachel Atkins to be our Human Resources Coordinator, a position that our expanding staff has been in need of for a long time. Rachel has an extensive background in both management and healthcare administration. She is now busily trying to bring order to the Center's benefit programs and will be a valuable resource to the Center as healthcare reform is launched in Vermont.

And then, just when we thought we had settled in for the long haul, Arlene Averill decided to make this her last year as the Center's Grants Manager after ten years of service. Arlene has dedicated her entire life to helping people: elders, people with disabilities, victims of domestic and sexual violence, new Americans...the list goes on. What distinguishes Arlene is that she is one of those rare people who truly embodies her philosophy. She walks her talk. Arlene has inspired us, made us think more critically, and helped us to see issues from her unique and visionary perspective. We'll miss her infectious laughter at the kitchen table.

Just last month, we hired Rachel Schwartz as our new Grants Manager. Rachel recently moved to Vermont from New Jersey, where she coordinated the Center on Violence Against Women and Children at Rutgers University. She has a Master's in Social Work and is very excited to continue her work in the field of domestic and sexual violence. She's just about made it through her first Vermont winter, so if she survives mud season, she'll be good to go!

All of this change has put the Center into a retrospective mode to look at how we can reorganize and become more efficient, especially with technology. While we are busy training our new staff, we hope their fresh perspective and unique experiences will help the Center to continue to change and grow in new ways.

– *Judy Rex*
Executive Director

Victims Compensation

The Victims Compensation Program provides limited financial assistance to Vermont's victims of crime who have experienced a financial loss as a direct result of that crime, as long as that loss is not reimbursable through other sources such as insurance.

Although the crime must be reported to the police, eligibility is not dependent upon the arrest or conviction of the offender. Eligible expenses include crime-related costs such as medical and dental care, mental health counseling, funeral costs, lost wages, mileage, crime scene cleanup, rent/relocation, safety and security, travel and transportation, and pet care/injury/death.

Now in its 22nd year, this program maintains a victim-centered, flexible, and responsive approach to its work with victims. Vermont is recognized as having one of the most progressive and victim-centered Compensation Programs in the nation. The Victims Compensation Program is funded through State Special Funds (a surcharge on court fines and traffic tickets) and the VOCA (Victims of Crime Act) Victim Compensation Grant from the U.S. Department of Justice. ■

Total Paid by Type of Crime:

Assault	\$ 142,997.90
Homicide*	\$ 60,007.33
Adult Sexual Assault/Sexual Offense	\$ 89,039.45
Child Sexual Assault/Sexual Offense	\$ 24,190.06
Domestic Violence	\$ 141,361.85
DUI	\$ 14,080.95
Other Crimes**	\$ 43,333.09
Sexual Assault Program	\$ 100,243.89
Total Type of Crime	\$ 615,254.52

Total Paid by Type of Expense:

Counseling	\$ 155,095.04
Medical	\$ 134,097.01
Dental	\$ 24,790.24
Funeral	\$ 36,430.41
Loss of Wages	\$ 78,188.80
Sexual Assault Exams/Counseling	\$ 92,903.11
HIV Services	\$ 7,340.78
Other Expenses***	\$ 86,409.13
Sub Total	\$ 615,254.52
Restitution Ordered to Comp Program	\$ - 5,720.55
Total/Type of Expense	\$ 609,533.97

*This figure does not represent the number of homicides that occurred in Vermont in FY11, but rather the number of family members of homicide victims who filed claims with the Program.

**Other crimes could include stalking, kidnapping, reckless endangerment, unlawful acts, robbery/burglary, unlawful restraint, vehicular crimes, theft, fraud, and arson, disorderly conduct, abuse of vulnerable adult, cruelty to animals.

***Other expenses could include mileage/gas, rent/relocation, safety/security, travel/transportation, crime scene clean up, childcare, and miscellaneous expenses (pet care/injury/death), interpreter services.

"We were blessed by all the help we received during this most difficult time."

"Vermont has one of the best victim's programs around. Thank you for all of the help."

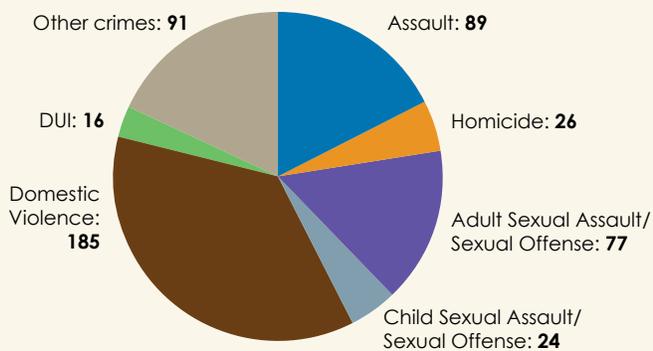
"I am so grateful for your support, both emotional and financial. I was a victim of crime twice by the same person, and I received assistance and support both times. Thank you!"

"The Compensation Specialist helped me through a very rough time in my life. She has been very accommodating and compassionate to my situation."



Number of New Claims Received in FY 2012

Total: **508**



Adult Sexual Assault Program

The Vermont Center for Crime Victim Services' Sexual Assault Program will pay the expenses incurred as a result of a sexual assault examination and evidence collection, including the treatment of injuries sustained during the assault and two follow-up medical visits. In accordance with clinical guidelines, it will also pay for prophylaxis of sexually transmitted diseases (including HIV) and for mental health counseling.

Trained SANEs (Sexual Assault Nurse Examiners) are available at all major hospitals in Vermont to provide medical care and to collect forensic evidence. Adult victims of sexual assault do not need to report to the police to receive these services. Persons under the age of 18 who have been sexually assaulted may be eligible to receive compensation for uninsured losses through the Victims Compensation Program. ■

Vermont Restitution Unit

FY 2012 marked the Vermont Restitution Unit's eighth year of operation. The Restitution Unit has added two positions to its staff to meet the ever-increasing complex workload, and has moved into larger office spaces within the same building. In FY 2012 there were 1,390 new restitution orders. \$1,110,643.13 was paid out to victims as follows:

- \$ 601,930.86 was advanced from the Fund to individual victims.
- \$ 508,712.27 was paid to victims not eligible for Fund payments.

The Unit staff currently is working with 4,500 (plus or minus) offenders who owe restitution.

The Chittenden Pilot project, started in December 2011, is well under way and appears to be very successful. This project allows the RU to verify and document victim losses before restitution is ordered by the court. We are in touch with the victim very early in the court process, can assist them with documenting their losses and can clearly communicate how the Restitution Unit works. Once the victim losses are documented, the Unit sends a report to the Chittenden County State's Attorney to present at a restitution hearing.

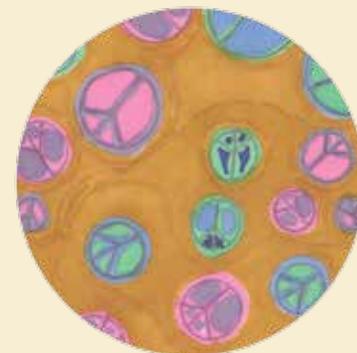
Vermont is still the only state in the country that has capitalized a fund that allows the state to advance payment of restitution to eligible individual victims. Not all losses claimed are eligible for advance payment from the Fund, so those types of losses are paid to the victim as the Unit collects from the offender. Businesses and government agencies also cannot be paid from the Fund and will be paid as collected. In addition to monies collected by the Restitution Unit, there is a 15% surcharge on criminal and civil fines, which is deposited in the Restitution Fund. ■

Victim Assistance

Many of us have been there: in a moment, our lives are impacted by crime. No matter the nature of the crime, we are suddenly and unwittingly thrust into the judicial process, while trying to pick up the pieces and make sense of our new reality. This process is always difficult and unwelcome. The extent to which a victim is able to navigate this process successfully is dependent on all whom they encounter as part of the criminal justice process, but a Victim Advocate is arguably the most critical. The Advocate serves as the victim's guide and support before, during, and after the crime has been prosecuted.

Victim Advocates play many roles, among them notifying victims about hearings, preparing victims to testify, supporting them through trials and victim impact statements, assisting them in completing applications for Victims Compensation, and helping them receive restitution. Advocates also help victims work through the complex emotions that arise throughout the process.

The Victim Assistance Program is made up of 22 full time equivalent positions who work within the Office of the Attorney General, the State's Attorneys' offices, and the Special Investigation Units of Vermont. They work in partnership with attorneys and other criminal justice agencies and community organizations. Many of these advocates are trained to address the particular needs of victims of domestic violence, sexual violence, or child abuse. The Victim Assistance Program is funded through State Special Funds (a surcharge on court fines and traffic tickets). When these funds are insufficient to cover program costs, they are supplemented through the U.S. Department of Justice's VOCA Program. ■



The advocate serves as the victim's guide and support before, during, and after the crime has been prosecuted.

Grantee Programs

The Vermont Center for Crime Victim Services is authorized by state statute to coordinate state and federal funding for services to crime victims in Vermont. The Center currently administers these programs:

Federal Formula Grants:

Victims of Crime Act (VOCA) funds are used in Vermont to assist victims of domestic and sexual violence, child sexual abuse, and other violent crimes.

STOP Violence Against Women provides funding for multi-disciplinary teams who work together to increase victim safety and offender accountability.

Sexual Assault Services Program (SASP) funds support the work of the Women's Rape Crisis Program and the Sexual Assault Crisis Team.

Family Violence Prevention and Services Act (FVPSA) funds are distributed to Vermont's thirteen domestic violence programs for emergency shelters and advocacy services for victims of family violence.

Discretionary Grants:

Grants to Encourage Arrest Policies Program supports legal services for victims of domestic violence and statewide systemic improvements to increase victim safety and offender accountability.

Rural Domestic Violence and Child Victimization Grant is a collaborative project between the Center, the Vermont Network Against Domestic and Sexual Violence, and the Department for Children and Families to alleviate the many barriers to safety in rural Vermont.

State Funds:

State Domestic and Sexual Violence Funds are distributed to the fifteen programs of the Vermont Network Against Domestic and Sexual Violence for advocacy, shelters, hotlines, and community outreach.

FY 2012 Payments to Subgrantees:



* Violence Against Women Grant Programs

VOCA Victims Assistance Grant	\$ 1,249,140
Family Violence Prevention and Services Act Grant Program	\$ 711,270
STOP Violence Against Women Grant *	\$ 764,213
Rural Domestic Violence and Child Victimization Enforcement Grant *	\$ 343,456
Community Defined Solutions (formerly Arrest) *	\$ 360,293
Anti Violence Grant Program	\$ 916,259
Supervised Visitation Grant Program	\$ 337,500
Child Advocacy Center Grant Program	\$ 225,000
ACT 174	\$ 806,195
Parallel Justice Program	\$ 117,000
Total	\$ 5,830,326



NEW NEIGHBORS

Victim Outreach Project

Informing and empowering Vermont's refugee and immigrant populations about their rights as victims of crime

2012 marked the second and final year of the New Neighbors Victim Outreach Project. This year marked the major implementation phase of the project. In collaboration with the Awareness Theater Company of VSA Vermont, we hosted ten performances of a theater production, "Living the Good Life in Vermont." One version of this play illustrates the experience of a family coming to Vermont as refugees: their struggle with cultural and language differences, their journey to become part of the community, the victimization of one of the family members, and how the family finds assistance through the New Neighbors Victim Outreach Project. The challenge of presenting a play to audiences composed of people who speak English as their second language was met by the Awareness Theater's director, Emily Anderson, with her usual creativity and skill. She asked audience members to sit with their particular interpreters and cultural groups, and rang a bell to signal the interpreters when it was time for them to speak. The play generated a lot of audience enthusiasm, especially the scene in which the daughter is trying to learn how to spell "there," "they're" and "their," and she remarks to the audience, "English is a hard language to learn!"

The second version of the play was created specifically for Vermont's Spanish-speaking farmworker population.



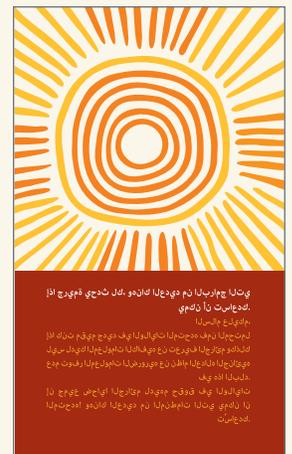
"Viviendo en Vermont" addresses the issues of isolation and vulnerability experienced by farmworkers who are largely undocumented,

doing dairy farm work in remote areas of the state. This play was narrated completely in Spanish, with English accompaniment. We performed this play at churches, community centers, libraries, and at a consulate visit (Consulado Movil) where workers gathered to receive identification cards. Members of farmworker support organizations and legal groups were available afterward to answer questions from the audience. The Project also produced film versions of both plays and distributed them free of charge to anyone who requested a copy.

2012 was also the culminating year for local workshops, which were held in Burlington, Winooski, Middlebury and St. Albans. These workshops offered basic information about crime victimization. Some were attended by as many as seven different cultural groups and required seven different interpreters. We left plenty of time for questions and answers, and we used every bit of it. The earlier discussions revealed many issues that we hadn't anticipated; they influenced our planning for future workshops. It was a learning experience for the trainers as much as for the participants. We also finalized and distributed our print and video outreach materials during 2012. These materials were distributed widely across the three counties encompassed by this pilot project: Chittenden, Addison and Franklin.

One of the greatest successes of the New Neighbors Project was the strengthening of the collaborative network of service providers who work with immigrants and refugees in Vermont. Although this network already existed, we believe that the project enhanced and solidified these partnerships. Through many different venues, the New Neighbors Project brought people together to explore how community safety and concern for human rights can empower the members of Vermont's cultural communities. Our heartfelt thanks to all of the individuals and programs who contributed to this project.

– Barbara Whitchurch, Project Director



Sample cover of the brochures produced in various languages.



Human Trafficking and Vermont's New Legislation: Year Two

As most of you already know, the Vermont Legislature enacted H. 153 in 2011, which was signed into law as H.55 shortly after its passage. This law establishes a comprehensive civil and criminal response to human trafficking in Vermont, recognized by the Polaris Project's state ratings as one of the strongest and most comprehensive trafficking bills in the country. Through the passage of H.153 (Act 55), Vermont has made a commitment to address this crime in our state through enhanced victim services, criminal investigations and prosecutions, civil remedies, public awareness, and the Safe Harbor provision for minor victims of trafficking. In 2012, a supplemental law was passed (S.122/Act 94), permitting the vacation of a prostitution conviction, if the conviction was the result of the person having been a victim of human trafficking. This law also adds victims of human trafficking to the Secretary of State's "Safe At Home" address confidentiality program.

The Human Trafficking Task Force

One of the provisions of the new legislation is the creation of a statewide Human Trafficking Task Force. This group is charged with developing a statewide victim services protocol, establishing a plan to develop and deliver training on the subject of human trafficking, enhancing the available victim services network to include victims of trafficking, and exploring various outreach and public awareness activities.

The Task Force began meeting in January, 2011, and continues to meet bimonthly. Membership includes directors of state agencies and nonprofits, attorneys, medical professionals, youth and refugee service providers, law enforcement, and immigration and customs enforcement. It consists of five subcommittees: Medical/Mental Health, Legal/Law Enforcement, Public Awareness, Protocol Development,

Training, and Victim Services. The bulk of the work is done by the subcommittees; their plans are brought to the general Task Force for comments and approval before they are implemented.

During its first year, the Task Force focused on a few areas: developing an interim protocol, learning about its member agencies and their current capacity for serving victims of human trafficking; making workplans within subcommittees, and beginning to implement those plans.

The Training subcommittee hosted over a dozen trainings in 2012, ranging from regional introductory trainings on the basics of human trafficking, legal remedies, and immigration relief to more specific trainings presented to community health clinics, youth outreach programs, and Department of Children and Families professionals. **The Victim Services subcommittee** has begun to assess the extent and nature of human trafficking in Vermont; it is also developing a resource directory and service providers manual. **The Medical subcommittee** is designing an outreach and education plan, including concise training that can be used in Grand Rounds. Several members of the Legal/Law Enforcement subcommittee also serve on the Law Enforcement Advisory Board's Trafficking subcommittee, assuring that Vermont will

create a seamless and coordinated response to this crime.

For More Information

Questions about the work of the Human Trafficking Task Force should be directed to Barbara Whitchurch, Task Force Chair, at the Center for Crime Victim Services: 802-241-1250 ext. 112 or barbara.whitchurch@ccvs.state.vt.us ■

REPORT HUMAN TRAFFICKING

If you or someone you know is being forced to engage in commercial sex, housework, farm work, or any other kind of forced labor, please call the

Vermont Human Trafficking Hotline

1-888-984-8626

(1-800-487HUMAN) toll-free access to help and services

For more information about human trafficking, contact the **National Human Trafficking Resource Center Hotline at 1-888-373-7888**

The national toll-free hotline is available 24 hours a day, seven days a week. It is anonymous, confidential and operated by a non-profit, non-governmental organization. Information is available in 170 languages for referral services, training, and general information.

VERMONT DEPARTMENT OF LABOR

We're here to help.

Title 13 VSA 2651 - 2663

During its first year, the Human Trafficking Task Force focused on a few areas: developing an interim protocol, learning about the capacity of its member agencies to serve trafficking victims, making workplans within subcommittees, and implementing those plans.

Training and Education

The Training Department at the Vermont Center for Crime Victim Services has undergone some changes during the past year. We said goodbye to Will Roberts, who served as the training specialist for many years. We thank him for the many ways in which he contributed to the enhancement of victim services in Vermont through high-quality trainings, and we wish him well as the new executive director at OUR House in Barre.

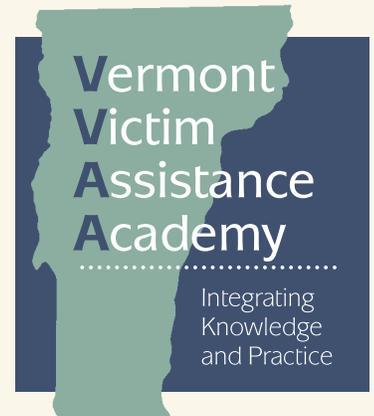
Subsequently, we combined several community outreach functions and re-named ourselves as the **Community Engagement and Training Department**. Our qualified staff now includes Barbara Whitchurch as the Public Education and Outreach Coordinator, Sharon Davis as the Special Projects Coordinator, Mandy Park as the Training Specialist and Event Coordinator, and Andrea Van Liew as the Department Director.

The Community Engagement and Training Department provides learning opportunities on victim/survivor-related topics to advocates and allied professionals in Vermont. Our primary training event is **The Vermont Victim Assistance Academy (VVAA)**. Several times during the year, we deliver a comprehensive foundation-level course on victims' rights, victim services and victimology. The VVAA is a practical, interactive training series presented by seasoned professionals from a variety of fields. There is no charge to attend these two-day training sessions, and it is open to any professional whose life or work intersects with victim/survivors of crime.

In addition to the Vermont Victim Assistance Academy, we sponsor and collaborate on many learning events throughout the year, including the annual **Sexual Violence Summit, The Vermont State's Attorneys' Annual Retreat**, and **The Tri-State Advanced Victim Assistance Conference**, in which Maine, New Hampshire and Vermont host a conference on advanced topics in victim services for experienced advocates. This past fall, it was Vermont's turn to host the conference, and we presented a training conference entitled "Not For Sale: Responding to Sexual Exploitation" which featured expert presenters from five states and attracted over 150 attendees.

The staff of the Community Engagement and Training Department also offers technical assistance for planning forums, meetings, trainings, conferences, and other learning events. This service is available to any program or agency that receives funding through, or who partners with, the Vermont Center for Crime Victim Services.

Finally, we welcome suggestions from our subgrantees and collaborative partners about relevant training topics and trainers who can inspire victim service providers. We believe that great learning events can change lives and make a difference for victims and survivors of crime. ■



Crime Victim Advisors

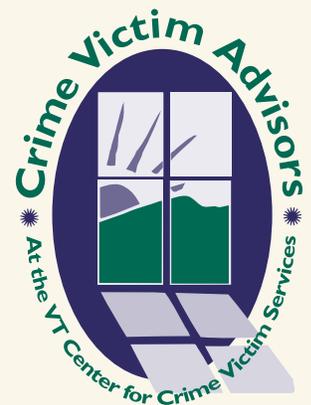
As part of our mission to provide victim-centered services, we invite victims and survivors to become Advisors to the Center and its programs. We value their advice because it helps us to maintain the direction and integrity of our work.

After completing an initial orientation, Crime Victim Advisors are asked to choose an area of interest, for example:

- Participating in a focus group to provide feedback to one of the Center's programs or services;
- Becoming an educator, who will inform public policy through testimony to the Vermont Legislature, a legislative study committee, or other legislative/policymaking body;
- Joining a Voices of Victims panel, where you will receive training and support to tell your story in a training setting, a panel discussion, or before a State department or committee;
- Attending Center-sponsored public events, to help focus public attention on crime and victimization.

The Center provides an orientation, ongoing training, and support to our Crime Victim Advisors so they can be effective in their roles. Although the Crime Victim Advisors are considered volunteers, they do receive a stipend, mileage compensation, and compensation for childcare, for the time that they participate.

For more information, contact Melinda Meyer at 802-241-1250. ■



Center Operating Costs for Fiscal Year 2012

PERSONAL SERVICES

Employee Salaries (22 FTE)	\$	909,369
Benefits	\$	312,329
Per Diem	\$	2,840
Payroll and Benefit Services Fees	\$	4,310
Contracts	\$	29,650
Training Contracts	\$	5,130
Interpreting Services for Trainings	\$	4,015
Web Hosting	\$	680
TOTAL PERSONAL SERVICES	\$	1,268,323

OPERATING EXPENSES

Advertising for Job Vacancies	\$	890
Credit Card Service Charges	\$	4,390
Dues and Subscriptions	\$	2,195
Equipment, Telephone and Computer	\$	14,000
In-State Mileage Reimbursement	\$	11,025
Insurance	\$	700
Office Space Including Maintenance	\$	81,442
Office Supplies	\$	14,450
Out-of-State Travel for Training	\$	13,908
Postage	\$	22,175
Printing Costs	\$	6,200
Single Audit Allocation	\$	5,554
Statewide Trainings	\$	22,226
Telephone and Data Services	\$	11,350
VISION Costs	\$	53,260
TOTAL OPERATING EXPENSES	\$	263,765

TOTAL COSTS **\$1,532,088**



58 South Main Street, Suite One
Waterbury, VT 05676-1599

1-800-750-1213
802-241-1250
802-241-4337 (fax)

www.ccvv.state.vt.us

Vermont Restitution Unit:

802-241-4688
1-800-584-3485



Current Staff of the Vermont Center for Crime Victim Services

Judy Rex, *Executive Director*

Administration

Mary Kay Hewlett, *Director of Victim Services*
Rachel Atkins, *Human Resources Coordinator*
Tim Barden, *Information Technology Manager*
Melinda Meyer, *Office Manager*
Rachel Schwartz, *Grants Manager*
Rita Tornatore, *Financial Manager*

Victims Compensation Program

Carol Morgan, *Program Manager*
Gloria Danforth, *Sexual Assault Program Coordinator*
Rachel Desilets, *Claims Specialist*
Christine Morrison, *Claims Specialist*
Gene Nelson, *Claims Specialist*

Community Engagement and Training Department

Andrea Van Liew, *Training Director*
Sharon Davis, *Special Projects Coordinator*
Mandy Park, *Training Specialist/Events Coordinator*
Barbara Whitchurch, *Public Education Coordinator*

Restitution Unit

Elaine Boyce, *Restitution Unit Manager*
Emma Brown, *Collection Case Manager*
Larry Knauss, *Data Specialist*
Maggie Lane, *Collection Case Manager*
Shannon Murphy, *Victim Liaison*
Shayla Parker, *Collection Case Manager*
Michelle Pelletier, *Collection Supervisor*
Gina Yalicki, *Victim Liaison*