

Department of the Attorney General

Crime Prevention and Justice Administrative Division - Grants and Planning

VOCA Community Assessment Summary

In October and November of 2018 the Department of the Attorney General's Crime Prevention and Justice Assistance Division (VOCA Grants and Planning) conducted a survey and series of community focus groups to gather feedback on the gaps and needs in services to victims of crime in Hawaii, and collect suggestions to improve and expand these services. Overall, 185 people submitted a survey and 38 people participated in focus groups (Hawaii County – 8, City and County of Honolulu – 12, Kauai – 12, Maui – 6). Additionally, 4 interviews were completed to ensure representation from the different VOCA priority areas and populations.

Participants in the survey and focus groups provided comments and suggestions within the context of their primary county of service. However, there were notable trends across all counties:

Top 7 Victim Populations with Unmet Needs:

1. Homeless individuals
2. School-age youth (13-24 y/o)
 - a. Youth aging out of the foster care system
 - b. Youth offenders who are also victims
3. Institutionalized or incarcerated individuals
4. Trafficked individuals – labor
5. Victims with mental health and/or substance abuse services
6. Native Hawaiians
7. Military/Dependents/Veterans

Top Needed Services:

1. **“Core” Victim Services:** low-barrier financial assistance, education and employment support, housing assistance, child care, transportation, legal services, counseling, long-term case management (up to 2 years).
2. **Multi-Disciplinary Approaches:** Multi-disciplinary treatment teams, integrated efforts, mobile services, co-located services, “pop-up” community events connecting victims to a broad range of services, family justice centers.
3. **Statewide Mapping of Services and Resources:** statewide digital resource and referral website, “Navigator” to help victims access and coordinate services, mapping of services, statewide assessment of victim needs.
4. **Housing and Housing Assistance:** Transitional housing, assistance with housing applications, relocation support, rental assistance.
5. **Mental Health and Substance Abuse Services**
6. **Affordable legal services**
7. **Outreach and Community Education Initiatives:** public service announcements (PSAs), notification services, community training and education events, brochures and other printed materials.
8. **Statewide Interpreter Services**
9. **Conferences and Training:** State Victim Assistance Academy, cultural competency for staff and first responders, trauma-informed care, legal and judicial issues for victims.

FY 2018 Victims of Crime Act (VOCA) Focus Group Summaries

Department of the Attorney General

Crime Prevention and Justice Administrative Division - Grants and Planning

VOCA Focus Group (Honolulu)

245 N. Kukui Street, Honolulu, Hawaii 96817

Date: 11/1/2018

In Attendance:

Facilitator: Ms. Calleen Ching, Department of the Attorney General

Ms. Randi Barretto - Department of the Attorney General

Ms. Rima Spight – Department of the Attorney General

Ms. Memory Tanuvasa – Department of the Attorney General

Ms. Cindy Shimomi-Saito – SATC

Mr. Dennis Dunn – Hon Pros (Victim Witness Kokua Services)

Ms. Jaque Kelley-Uyeoka – Hale Kipa, Inc.

Mr. John Tonaki – Public Defender

Ms. Kalei Grant – Department of the Attorney General (Missing Children’s Center)

Ms. Marie Vorsino – PACT

Mr. Michael Moore – Kids Hurt Too

Mr. Scott Seto – Department of Human Services – Adult Protective Services (APS)

Ms. Theresa Paulette – MADD

Mr. Walter Ozeki – Honolulu Police Department

Mr. Elliot Kano – Department of Human Services – Adult Protective Services (APS)

Ms. Toby Kapahu – Survivor

I. Introductions

Question 1

a. What services do you provide to crime victims?

A total of twelve participants attended the Honolulu VOCA Focus group. In attendance were representatives from the Department of the Attorney General’s Missing Children’s Center; the City and County of Honolulu’s Department of the Prosecuting Attorney’s Victim Witness Kokua Services; the Department of the Public Defender, the Department of Human Service’s Adult Protective Services division, and the Honolulu Police Department. Pamela Ferguson-Brey from the Crime Victim Compensation fund was also interviewed by phone.

Non-profit agencies included representatives from the Kapiolani Medical Center’s Sex Assault Treatment Center (SATC), Hale Kipa, Inc., Kokua Kalihi Valley – Micronesian

Health Advisory; Parents and Children Together (PACT); Kids Hurt Too, and Mothers Against Drunk Driving (MADD).

All VOCA priority areas were represented. Participants described their roles with the agency as well as the types of services provided to victims of crime. The services mentioned included 24 hour hotline services and crisis intervention, short term crisis counseling and long-term therapeutic services, information and referral services, case management and court accompaniment, support services to recover missing and exploited children, DV and Sex Trafficking shelter services and emergency transition services, and legal services. Some participants' primary contribution was providing/developing training to victim service providers/first responders as their primary role.

II. Agency Collaborations

Question 2

a. How does your agency coordinate and collaborate with other service providers to support victims of crime?

The agencies agreed that the level of coordination and collaboration needed to support each individual need for the client requires a variation of the following:

- Word of mouth, referral, and networking
- Sustaining these partnerships require continuous participation in Advisory Committees/Subgroups, and Coalitions
- Attendance in Monthly Stakeholders meeting
- Developing networks through trainings and conferences
- Google searches
- Advertisements and Poster campaigns (i.e. Missing Child poster program)
- Partnerships with community businesses (i.e. Bank of Hawaii (Financial Fraud); Emergency food and transportation via Subway and Aloha Gas)
- Mass email correspondence to circulate and promote services provided by agency
- Welcoming walk-ins

b. Who are the other service providers you work with?

- Partners in Care
- DVAC Counseling services
- Hawaii Coalition of DV
- Maui Community Corrections Center (Women's groups for DV survivors)
- Hoala Na Pua
- Ke Ala Hou (Trauma Informed Care for female juveniles)
- Department of Human Services
- Federal Agencies (ICE, DHHS, FBI, US Attorney's Office (Elder Abuse Justice Coordinator), and Social Security Administration)

- Child Welfare Services (CWS)

* Several focus group participants reported current collaborations with agencies in attendance.

Question 3

a. Do you have any suggestions on how community-based service providers, government agencies, law enforcement agencies, and others victim service providers can improve relationships and integrate efforts to better meet the needs of victims of crime?

- There is a lack of information that is being communicated to the victims on all levels (Government/Non Profit); especially on the administrative level. Decision-making entities should work to improve the communication that takes place throughout. It is important for partnering agencies to reinforce a continuum of service which benefits the victims. If this can improve on this aspect it would certainly improve the process.
- More Public Service Announcements (i.e.: internet pop-ups, radio and television advertisements). For example, making victims aware of their rights to compensation and helping them complete victim compensation applications is a requirement of VOCA, but not all agencies or victims are aware it is available.
- A One-Stop county or state resources list with all important contact information
 - Hawaii Mental Health Division provides a list of resources
 - 211 for Oahu Residents (Aloha United Way)
 - One location for several providers (i.e.: Kukui Center)
- Law Enforcement can continue to collaborate with victim service providers to ensure training for first responders is provided; agencies can continue to assist law enforcement with helping to update materials such as the referral card which is distributed to victims of crime in need of support services.
- Survivors of crime should always have available and updated resources available to them at all times. Not having the resources makes the process entirely more difficult.
- All agencies, from law enforcement to non-profit agencies, should be consistent with the information they are communicating to the victim.
- Developing a resource directory which gives agencies and survivors the ability to update themselves with new information and best practice through training, outreach, conferences, and any available resources provided in Oahu.
- Get more involved with networking groups, coalitions, and advisory groups. For those who are coordinating these groups, understand the networking abilities of each member and work at improving the group's capacities by welcoming new group members.
- Traveling Pop-Ups. Bring all of the agencies together to provide outreach to victims of crime, as well as give other agencies the ability to network with other victim

providers. Make this event ongoing – quarterly event; (pop up) on different islands or different parts of the island.

- Develop more MOUs and formal partnerships between agencies to ensure collaborations are sustained and everyone is aware of their expectations.

If we were to develop a one-stop resource list or data base, how or who could take on such a responsibility?

- Hire more Victim Specialists or coordinators who can spearhead this initiative. A Specialist should be hired in the different government agencies (i.e. FBI, Honolulu Police Department, and the Department of the Attorney General). These Specialist will act as Navigators for the entire system, developing and updating an interagency data sharing system.
- Family Justice Center can be the model needed to start this type of initiative. The Family Justice Center can act as a one-stop shop for multi-disciplinary coordination and collaboration needed to address the need for a one-stop resource.

III. Survey Results

Question 4 (Underserved Groups)

- a. Survey Respondents in Honolulu County identified Homeless Individuals (90.91%), Youth Teens (13-17 y/o) (72.73%), and Young Adults (72.73%) as the top three populations with the most unmet needs. How can the community better meet the needs of these underserved groups?

The group agreed that the top three are realistic and not often acknowledged and/or provided resources related to their crime victimization

Homeless

- Barriers to provide such services to victims of crime that are homeless include the difficulty relating their homelessness to the crime victimization.
- The ability to locate and/or contact these individuals. Suggestions to improve services to this group include increasing the amount of outreach to homeless encampments and/or providing the individual housing and relocation expenses.
- Providing the victim with an emergency cell phone paid for by VOCA to ensure client is able to attend court proceedings and appointments.
- Investing in more life skill and employment skill staff.

Youth Teens

- Barrier to provide services to this population are similar to those for the homeless population including the difficulty to locate and contract youth who are runaways and/or located in areas with minimal transportation.
- Youth programs that go out into the community to provide outreach do exist, however, the level of attention needed to address youth crime

victimization requires more than what the current agencies can provide due to a lack of sustainable funding and available staff.

- For this group there is a lack of understanding and a fear of the criminal justice process from this group. Ineffectiveness to actively address young victims and provide the resources and support the youth need during the criminal justice process most often leads to their inability to participate.
- Fear of perpetrator is very high. The National Task Force cited that victims and witness intimidation is reason for low reporting from youth victims. First responders and supporting agencies must provide a truthful idea of what is expected and be able to provide a continuum of services which benefits the victim.

b. Are there other underserved groups in Honolulu County?

The group did identify the “underserved communities” they felt were limited in the amount of services and resources available to them. The following communities were mentioned:

- Elder Abuse
- 80 and Older (Kupuna)
- 18 -24 Year Olds (Emerging Adults)
- Incarcerated adults affected by crime victimization
- Youth offenders affected by crime victimization (Sex Trafficking, Sex Abuse, Domestic Violence, etc.)
- Victims of Property Crime
- Multi-generational families (Primary and Secondary victimization)
- Victims of labor trafficking

Elder abuse, especially from the 80 and Older (Kupuna) population is seldom reported due to fear of perpetrators. Developing programs which help to empower the victim and provide them with the support the need to report the incident has been difficult to achieve, but agencies are working on developing such services.

For emerging adults (18-24 years old) victimized by crime it is reported that many do not have the level of life skill needed to sustain a healthy and secure life. Resources to services for this age range can be difficult to obtain as the availability of services is restricted and often limiting for someone who does not meet the minimum qualifications for services such as mental health and independent living.

The group indicated that the primary reasons for the lack of service provided to these groups vary from minimal referral opportunities, barriers which delay the time needed to address the needs of the victims in a timely and/or immediate manner, and most importantly, minimal funding to sustain such programs.

c. Are there methods you have effective in engaging underserved groups (and victims in general)?

- Sustain effective working partnerships with law enforcement and other partnering agencies
- Develop an outreach component which increases the number of staff that is available for Outreach
- Hire individuals that are familiar with the culture and train staff to understand the important of culture competency
- Constant support and follow up

Question 5 (Barriers)

a. Survey respondents in Honolulu County identified lack of knowledge regarding available services/poor referral system (60%), lack of understanding or trust in the criminal law process (55.56%), and Fear of Perpetrator (53.33%) as the greatest barriers victims face in accessing services. What are some ways your agency and other victims service agencies can help overcome these barriers?

- Reinforcing the continuum of care amongst relevant agencies; collaborations with law enforcement and other supporting agencies helps to identify the victim and address the individual needs.
- Sustain effective working partnerships with law enforcement and other partnering agencies
- Develop an outreach component which provides education about the criminal justice process
- Continue to provide best practices training for staff
- Mobile services for victims of crime needed therapeutic services (PACT).
- Fear of perpetrator is very high. As mentioned earlier, the National Task Force sited that victims and witness intimidation is reason for low reporting from youth victims. First responders and supporting agencies must provide a truthful idea of what is expected and be able to provide a continuum of services which benefits the victim.

Other Barriers

- The need for respite care, child care, and easy accessibility to services due to geographic location.
- Suggestions were made to hire a Victim Advocate/Specialist in law enforcement agencies; due to the volume of crime cases, the agency would need to identify whether or not a position like this would be able to assist the volume of victims that would come their way. Identifying the scope and level of service provided through this position would need to be established beforehand.

- Public campaigns can be helpful, but it also be problematic if an agency is unable to maintain the capacity of clients that the campaign attracts. This can also burn out front-line staff. Be cognizant of staff self-resiliency and self-care trainings.
- The Child Protective Services data base to filter male and female is limiting for those children which enter the criminal justice system. Once they are in the criminal justice system it is difficult and statistically impossible to identify the type of victimization they are categorized under.
- After Care services are lacking; support services such as therapeutic services for mental health and support groups are often unavailable to crime victims (other than DV and SA) once the case is closed.
- Problems at the prosecution level. There is services available post prosecution; but the prosecution outcome can certainly affect the ability for the victim to tap into these services. The effectiveness and ability to address the needs of the victim post prosecution is lacking. Services should not end at prosecution.
- Services are not always available long term. Agencies may or may not have the capacity to support victims/survivors on a long-term basis; Healing is variable for each victim. Long term services are what are needed.
- Services vary from county to county. Victims do not have access to the same types of services across the state.
- Language access is critical, but is an area that needs to be improved for many agencies.
- There is an overall lack of capacity in the system. It is difficult to sustain initiatives and new services.

Question 6 (Needed Services)

- a. Survey respondents identified Mental Health or Behavioral Health Services (57.78%), Shelter/housing assistance (44.44%), and Coordination of activities that facilitate the provision of direct services, including multi-disciplinary or crisis response teams and coalition to support and assist victims (37.78%) as the top three needed services in Honolulu County. Are these services currently available in the community?

The group agrees with the survey results. Though some services do exist which address the top three services, the group reports that each of the needs are multi-dimensional and require more discussion.

Mental Health

- In order to address the mental health component of victim services, resources must be available to address the complex trauma derived by one's victimization. (i.e. Substance Abuse and Mental Health).
- Complex trauma is not as accessible. Referrals are available, but the ability to take them as a client due to limited capacity can deter referral services.

- Increase the capacity of the agency to work with survivors of complex trauma through tele-health, web-based therapy; however, Hawaii therapists have not chimed into these types of services.

Shelter Services

- Immediate need for shelters that work specifically with the client's victimization; can we invest in the current facilities that are available; can we designate a section specific crime (ie. Sex trafficking) – Add security, add staff, provide more staff that work specifically with a particular crime victimization.
- Current shelter house victims of several crimes. The limited amount of crime – specific shelters for youth and adults is a problem. Shelters that do exist have a limited amount of room, restrictions on eligibility, and can house several victims with different crime victimizations.
- Sustainability to maintain these shelters are often a problem stemming from the referral process (delayed) lack of funding, and the shelter advocates ability to maintain their client numbers.

Other Services

- Creating a State Victim Assistance Academy should be a priority. There should be an academy with permanent training materials online. Promoting a sustainable, informed workforce will help increase the quality of services to victims. Including components that address cultural competency; allowing participants to network; and informing providers of all the resources available would help to mitigate some of the issues victims face now when trying to access services. Additionally, providing consistent training to all victim service staff would create more consistency and uniformity in our response. There needs to be a training model that is built around the hypothetical and involving actual practical experience.

IV. Crime Victim Programming

Question 7

- a. **When you envision a system or crime victim program that works well in meeting the needs of victims, what does it look like? How do you think services to victims of crime could be improved?**
 - Develop a one-stop shop
 - An agency that provide a comfortable and safe environment for victims to receive services and assistance.
 - The benefits of having a court house dog have had incredible effects on the safety of the client throughout the criminal justice process.
 - Family-friendly intake and interview rooms with helpful staff that are competent, knowledgeable, and skilled with the ability to help an individual through a very difficult time.

- Open appointment access (Come in Now!). Clients should not need to wait. Mobile advocacy; provide easy accessibility to services by coming to them. Victims need a safe place to tell their story.
- Mobile services that provide medical and dental assistance.

Question 8

- a. Survey Respondents identified (list Hawaii-specific training topics) as minimum training requirements that all victim service providers in Hawaii should have to effectively service the unique and diverse populations of Hawaii. Are there other training topics you or other staff at your agency need?
- Navigating the Judicial/Legal System
 - Understanding the Potential Dynamics of Varying Crime Levels and How to Address Them
 - Skill Set – Professional Development of Collaborations
 - Reporting: CWS Application and Police Report
 - Interviewing Skills
 - Effective Communication with Victims
 - Understanding Victimization, Behaviors, and ways to approach effectively
 - Realistic Expectations of the Judicial System
 - Realities of Restitution
 - Increase understanding of collaborations with other partnerships to understand potential challenges or barriers that other agencies might have that may deter assistance to the victims. Cross Training could be helpful for the service providers, but especially the victims.

Department of the Attorney General

Crime Prevention and Justice Administrative Division - Grants and Planning

VOCA Focus Group (Maui)

1935 Main St, Wailuku

Date: 11/5/2018

In Attendance:

Facilitator: Ms. Rima Spight, Department of the Attorney General

Ms. Calleen Ching, Department of the Attorney General

Ms. Randi Barretto, Department of the Attorney General

Ms. Ana Malafu, Office of the Prosecuting Attorney, Maui County

Ms. Edeluisa Baguio-Larena, Maui Family Support Services

Ms. Sanoë Kaaihue, Women Helping Women

Mr. Dani Riggs, Child and Family Services

Ms. Stacy Moniz, The Maui Farm

Ms. Yukari Murakami, Legal Aid Services

I. Introductions

Question 1

a. What services do you provide to crime victims?

A total of 6 participants attended the Maui VOCA Focus group. The participants represented several government and non-profit agencies such as the Office of the Prosecuting Attorney (Maui County), Maui Family Support Services, Women Helping Women, Child and Family Services, Legal Aid Services (Maui), and the Maui Farm. Interviews were conducted with Karen Holt from Molokai Community Service Council (MCSC) and Charity Dudoit from Child and Family Service – Molokai to gather additional feedback on the underserved populations and gaps in service on Molokai.

All VOCA priority areas were represented. Participants described their roles with the agency as well as the types of services provided to victims of crime. The services mentioned included 24 hour hotline services and crisis intervention, short term crisis counseling and long-term therapeutic services, information and referral services, case management and court accompaniment, support services to recover missing and exploited children, DV and Sex Trafficking shelter services and emergency transition services, parenting support, support during forensic interviews and exams, and legal services. Some participants' primary role was providing/developing training to victim service providers/first responders rather than direct services to victims.

II. Agency Collaborations

Question 2

- a. How does your agency coordinate and collaborate with other service providers to support victims of crime?

The agencies agreed that the level of coordination and collaboration needed to support each individual need for the client requires a variation of the following:

- Actively building connections through word of mouth, referral, and networking.
 - Participation on multi-disciplinary teams such as the DV CORE group (MDT for DV), MSART, HSART, Helping on Maui Exploitative, the CJC Interagency Committee (Child Sex Assault), and the Mass Violence Team.
 - Participation on the Hooikaika Partnership on Molokai which includes representatives from CFS, MCSC, the Department of Health, the Department of Education, Parents and Children Together, Molokai Child Abuse Prevention Pathways, Habitat for Humanity, and many other community and government partners.
 - Establishing MOUs to govern the goal and objectives of the groups helps to build consistency and sustain them.
 - Participation in trainings and conferences also helps to develop networks.
 - Promote working collaborations which reinforce the continuum of services.
- b. Who are the other service providers you work with?
- Visitor's Bureau
 - Maui Police Department
 - Maui Prosecutors
 - First Responder Team (Mandated Report Training)
 - Food Bank Hawaii
 - Department of Education (Maui County)
 - Department of Health
 - Goodwill (Employment)
 - Maui Economic Opportunity (Rental; Translations)
 - Ikaika Partnerships (Coalition of all agencies working on prevention of Child Abuse and Neglect)
 - Mental Health America
 - Youth Centers
 - Family Life Centers
 - Ka Hale a Ke Ola Resource Center (Permanent and Transitional Housing)
 - Children's Justice Center
 - IMUA family services
 - HOPE Services
 - Molokai Child Abuse Prevention Pathways
 - Habitat for Humanity
 - Molokai Police Department
 - University of Hawaii Maui College – Molokai

- Alu Like

* *Several focus group participants reported current collaborations with agencies in attendance.*

Question 3

- Do you have any suggestions on how community-based service providers, government agencies, law enforcement agencies, and others victim service providers can improve relationships and integrate efforts to better meet the needs of victims of crime?

The group agreed there are minimal barriers in Maui when it comes to agency collaborations. The Maui community embraces the importance of partnerships and working collaborations. As some participants mentioned, “victims can only benefit from a united community.” In order to reinforce positive efforts to meet the needs of victims the participants try to act as a team. Additionally, the group agreed that there is little duplication of services across agencies. Agency collaborations help to address gaps in service that may exist in one agency, but not another. Some services overlap, but the overlap of services can only be helpful to the victim. Suggestions on how to promote integrated efforts included:

- Set aside agency politics and competition for resources. Agency politics do exist, but it is important that those issues do not affect the service provider’s ability to provide services to the victim. When agencies compete for resources, it becomes difficult to collaborate and communicate and the community as a whole loses out.
- If there is a problem, resolve it.
- Demographics and understanding the culture of the community play a significant part in providing effective services. It is important to understand the dynamics of your community when making hiring decisions, creating new programs, and addressing any barriers that arise.
- Focus on the clients and their crime victimization. Work together; the more agencies involved in providing overall services to clients the more seamless and easy to navigate services are for the client.
- Building strong partnerships allows you to be more creative and innovative with limited funds, as you can combine services and find solutions to problems beyond a single agency’s limitations.
- It is important to be aware of the services that already exist in your community in order to improve, enhance, and expand services to victims of crime.
- It is important to have an updated list of resources (i.e. mapping of resources) available for the victim and their families at the county level.

III. Survey Results

Question 4 (Underserved Groups)

- Survey Respondents in Maui County identified Homeless Individuals (79.17%), Institutionalized or Incarcerated Individuals (66.67%), and Youth/Teens (13-17 y/o) (54.17%) as the top three populations with the most unmet needs. How can the community better meet the needs of these underserved groups?

The group agreed that the top three are realistic and not often acknowledged and/or provided resources related to their crime victimization. The group elaborated on the top three populations with unmet needs:

Homeless

- Homeless Youth/Teens

Incarcerated Individuals

- Women in Maui County Correctional Center who are also victims of crime

Youth/Teens

- Youth offenders who are also victims of crime

b. Are there other underserved groups in Maui County?

- Victims located in geographically rural areas
- LGBTQI
- Elder Abuse
- Victims with mental health and substance abuse issues
- Families with multi-generational/interfamilial victimization and trauma
- Children of Incarcerated Parents
- Victims with Limited English Proficiency and other interpretation needs
- Disabled Victims
- Emerging adults (18-24 y/o)
- Native Hawaiians

c. Are there methods you have effective in engaging underserved groups (and victims in general)?

- Open communication amongst the county's services providers helps to address the needs of the clients that agencies may not be able to address on their own is an effective way to fill in any gaps in service.

Question 5 (Barriers)

- a. Survey respondents in Maui County identified Services not geographically available (50%) as the greatest barrier victims face in accessing services. Lack of sufficient agency resources to meet service demand; lack of transportation to obtain services; stigma, guilt or shame; and the victim's financial situation were identified as the next greatest barriers (41.67% each). What are some ways your agency and other victims service agencies can help overcome these barriers?

The group agreed that the survey results accurately reflect victim's challenges. In addition to Hana and other geographically isolated areas within the island, the county of Maui also includes the islands of Lanai and Molokai in their service community. The limited amount of services and resources available to these areas are often a barrier for those victims needed services.

Services Not Geographically Available/ Lack of Sufficient Agency Resources

- The lack of sufficient agency resources makes it difficult to maintain offices in outlying areas.
- It is difficult to attract and maintain qualified staff. Pay is generally low for direct service positions, but the qualifications required by VOCA and other funding sources keeps increasing. It is important to have staff that reflect the community they are serving, however, there are limited opportunities for education and training on island. Obtaining waivers for qualifications from funders happens rarely.
- Agencies are often restricted to serving only victims who meet certain criteria, or are victims of certain types of crime due to limited resources. Many victims are not aware of their rights and the services available, even if they do qualify for agency services.

Transportation

- Bus service is very limited, so keeping appointments can be very difficult. People often aren't willing or able to travel to services outside their community.

Stigma, Shame, and Guilt

- Stigma, shame and guilt can be large barriers to service, particularly in smaller communities like Molokai where everyone knows each other. When sexual assault or violence occur they change the whole family dynamic. Many times people do not want to report and cause issues within their family. They do not want the community to know what happened.
- While having a close community is beneficial in many ways, intimate relationships can also deter clients from seeking services due to individual relationships and agency issues.
- Many LGBTQI victims choose not to report incidents of crime victimization.

The group also identified additional barriers that need additional follow up and discussion:

- The CWS and Police reporting application systems are delayed due to transfer of information from one agency to the other, resulting in inconsistent services.
- It is difficult to maintain effective partnerships with MPD due to constant changes to the staffing. The police department appears to assign new officers to the more isolated communities, including Molokai and Lanai. Officers then are re-assigned once they gain experience. It is difficult to train police on the appropriate response when they are constantly changing.

- On Molokai, lack of child care, high cost of living, and lack of employment opportunities are additional barriers victims face in seeking services.

The group identified the following ways to overcome such barriers:

Services Not Geographically Available/ Lack of Sufficient Agency Resources

- Open satellite offices in more remote areas.
- Develop a strong outreach component to inform victims of their rights and the services available.
- Hire qualified staff and sustain their positions through pay increases and benefit packages. Develop mechanisms for increasing staff training and qualifications internally.
- Develop a “Navigator” position to help compile and frequently update a list of resources in the County.

Transportation

- Utilize mobile services to extend services to victims located in rural areas or geographically difficult locations; particularly for TRO and Crisis Management cases.
- Provide transportation to clients’ agency transportation vouchers and vehicles leased by the agency. It will be more cost-effective to bring the client to town versus paying for a therapist to travel.
- Collaborate with community businesses such as the Maui Transit System, Lyft, and Uber to increase transportation alternatives for victims of crime. For example, DVAC has a contract with Lyft for victims, however it has been problematic since not all victims have access to cellphones to request Lyft.

Question 6 (Needed Services)

Survey respondents identified Mental Health or Behavioral Health Services (70.83%), Shelter/housing assistance (62.50%), and substance abuse services (54.17%) as the top three needed services in Honolulu County. Are these services currently available in the community?

The participants report that very few of the above services exist in Maui County.

Mental Health and Substance Abuse Services

- Therapists with expertise in working with sex trafficking victims are very limited in Maui. Most cases must be referred to providers on Oahu which results in delays due to limited capacity on Oahu.
- There have been high suicide rates recently, particularly for LGBTQ+ teens. There is a need to utilize VOCA funds to promote education and awareness through the PRIDE planning committee and other community partners.
- Translation and Interpretation services are limited, and often have to be outsourced to Oahu. There are very limited/no interpretation services for deaf and hard of hearing victims in Maui County.

- There needs to be training for service providers to improve responses to victims of crime that are LGBTQ and increase the cultural competency of victim service agencies. There are trainings available through FORGE that can be utilized.
- There are very few mental health and substance abuse services available, particularly in isolated areas of Maui and on Molokai and Lanai.
- Youth and young adults on Molokai acting out due to trauma and abuse may only be able to access mental health services if they are adjudicated as offenders, but then it falls on the family to pay for the services. Services are prohibitively expensive, and many people must go off-island for treatment.
- There is only one substance abuse treatment center on Molokai, and no residential treatment available. There is one psychiatrist who comes to the island once per month to meet with clients. Almost all of the mental health counseling is provided through interns who rotate off the island after a short period of time, which impacts client's ability to develop trust. Having untreated mental health and substance abuse issues is a huge barrier to victims receiving any other kind of service. There are also limited crisis intervention services.

Shelter Services

- Sex Trafficking services are minimal in Maui. There is no Shelter for sex-trafficking victims. While waiting for an opening on Oahu, Maui will temporarily house the victim in a hotel. However, this does not guarantee the safety of the victim; nor will it deter the possibility of the victim continuing to be trafficked.
- Shelters often have restrictions against families with children; resources for victims of crime with families are minimal at this time.

IV. Crime Victim Programming

Question 7

- a. When you envision a system or crime victim program that works well in meeting the needs of victims, what does it look like?
 - An agency or system which promotes victim-centered practices and understands the importance of community support.
 - An agency with competent administrators and qualified staff who are victim-centered and knowledgeable of the community and the resources that exist.
 - Long term support; not limiting services or time for services. Trauma takes time to deal with.
 - The system needs to include Professionals (advocates, therapists, law enforcement, etc.) with specialized skill sets to address the varying victim needs
 - “No Wrong Door” – supportive crisis supports and continuum of care model; wrap around services that meet the client with a “warm service hug.”
 - Centralized services; One-stop-shop (Family Peace Center for Maui)
 - An integrated data system between service providers (confidentiality requirements can be met with client release authorizations)

- All programs should include legal component which focuses on providing education on civil court process and provides services for victims of crime who want to divorce the perpetrator.
- b. How do you think services to victims of crime could be improved?
- Use VOCA funds to expand available services to more locations/offices/providers in geographically rural areas.
 - Make in-house training and certifications more available for staff.
 - Develop a sustained outreach component to increase community knowledge of victimization and what services are available to victims, including broadcasting more radio and television Public Service Announcements.
 - Create a one-stop location for services using the Family Justice Center or Peace Center or similar model.
 - Conduct a comprehensive review of the TRO application and reporting process to identify barriers to victims receiving timely services and follow-up.
 - Provide a statewide or county level system which allows for all providers to track cases through one network.
 - Technological advancements; Providing staff with laptops, printers, scanners, wifi, to keep staff connected when entering rural areas to assist victims.
 - Conduct more interagency networking events.
 - Create a shared page or blog that service providers can post questions to.

Question 8

- a. Survey Respondents identified (list Hawaii-specific training topics) as minimum training requirements that all victim service providers in Hawaii should have to effectively service the unique and diverse populations of Hawaii. Are there other training topics you or other staff at your agency need?
- Neurobiology; understanding the effects of trauma
 - Cultural diversity and competency
 - Understanding the criminal justice system; law enforcement/judiciary
 - Problem solving
 - First responder training on how to identify sex trafficking victims
 - Cultural competency for LGBTQI victims
 - Working with clergy and faith-based communities
 - Crime victimization as it reflects the Socioeconomic and Geographical background of the county

- Families with multi-generational issues and intersectional crime victimization (complex trauma)
- Resiliency training/self-care for service providers (especially for new staff)
- Domestic violence and sex assault 101 training available to all provider staff and partner agencies on Molokai
- Working with victims with mental health and substance abuse issues

Department of the Attorney General

Crime Prevention and Justice Administrative Division - Grants and Planning

VOCA Focus Group (Hawaii)

655 Kilauea Avenue, Hilo, HI 96720

Date: 11/8/2018

In Attendance:

Facilitator: Ms. Memory Tanuvasa, Department of the Attorney General

Ms. Randi Barretto – Department of the Attorney General

Ms. Rima Spight – Department of the Attorney General

Mr. Chris Rothfus – Department of the Prosecuting Attorney

Ms. Christina Basham – Child and Family Services

Mr. Deborah Chai – Department of Prosecuting Attorney – Hawaii County

Ms. Donalyn Nihipali – Parents, Inc.

Ms. Irene Nagoa – STAR

Ms. Stephanie Bates – YWCA of Hawaii

Ms. Suzanna Tiapula – Department of the Prosecuting Attorney, Hawaii County

Mr. Tim Hansen – Department of the Prosecuting Attorney, Hawaii County

I. Introductions

Question 1

a. What services do you provide to crime victims?

A total of eight participants attended the Hawaii county VOCA Focus group. Participants included government and non-profit representatives from Hilo and Kona. Agencies in attendance included the Department of the Prosecuting Attorney's Hawaii County and non-profit agencies such as the YWCA of Hawaii, Parents, Inc., and the STAR program. In addition, Karen Rose from the Visitor Aloha Society of Hawaii was interviewed by phone.

Participants described their roles with their agencies as well as the types of services provided to victims of crime. The services mentioned included shelter services, TRO and court advocacy, legal services, victim advocacy and court accompaniment, resources and referrals, comprehensive case management services, restorative justice, crimes against visitors to Hawaii, and therapeutic services for victims of homicide and their families.

II. Agency Collaborations

Question 2

a. How does your agency coordinate and collaborate with other service providers to support victims of crime?

The agencies agreed that the level of coordination and collaboration needed to support each individual need for the client required a variation of the following:

- Word of mouth, referral, and networking
- Sustaining these partnerships require continuous participation in Advisory Committees/Subgroups, and Coalitions
- Attendance in Monthly Stakeholders meeting
- Developing networks through trainings and conferences
- Vertical Prosecution; promoting victim-centered prosecution activities
- Collaborating with medical providers and the hospital emergency room
- Google searches
- Referrals from Law Enforcement
- Collaboration with security at resorts

b. Who are the other service providers you work with?

- Multi-Disciplinary groups (i.e. Human Trafficking Task Force, BICAPSA)
- Hawaii Police Department
- Children's Justice Center
- Department of Human Services
- Federal Agencies (FBI, DHHS, US Attorney)
- YWCA of Hawaii
- STAR Program
- Hawaii Coalition of DV
- Child Welfare Services (CWS)
- VASH Hawaii Island
- Child Family Services (Hilo)
- University of Hawaii (Hilo)
- Probation
- Faith-based community

** Several focus group participants reported current collaborations with the agencies in attendance.*

Question 3

- a. **Do you have any suggestions on how community-based service providers, government agencies, law enforcement agencies, and others victim service providers can improve relationships and integrate efforts to better meet the needs of victims of crime?**
- Agencies must acknowledge the geographic benefits of Hawaii County. Due to the limited amount of resources on-island, agencies have the ability to communicate and collaborate more often.
 - There is a delay in referrals sent via the police department. Often cases are not received by the Prosecuting Attorney's office and/or other victim service providers to establish a case and address the needs of the victims in a timely manner. The system needs to be revised to ensure victims receive the services when they need them.
 - Larger agencies such as the Department of Education, Child Welfare Services, and Department of Human Services are not often included in community advisory meetings. Participants indicate the need for these agencies to be present as many of their clients circumvent the same agencies.
 - Reinforce a victim-centered environment. Services should go beyond prosecution and extend to community work. At the Department of the Prosecuting Attorney deputies are encouraged to conduct outreach services and participate in community events. It is important that agencies promote a welcoming place for victims to be.
 - More standardized training for first responders and victim service providers; train-the-trainer opportunities for all service providers. Cross-train partner agencies so they also adopt a victim-centered approach.
 - Direction comes from the top down. Leadership that is more receptive to community collaborations and partnerships reinforces a more victim-centered environment.
 - Establishing a strong, community-focused mission that extends beyond your agencies individual role is important. It encourages staff to think broadly and collaborate.
 - Face-to-face time is important. There need to be regular meetings to collaborate and stay connected. Stay involved with community partners and talk about what is happening in the community.

III. Survey Results

Question 4 (Underserved Groups)

- a. **Survey Respondents in Hawaii County identified Homeless Individuals (91.67%), Youth Teens (13-17 y/o) (61.11%), and Adults (65 years old and older) (58.33%) as the top three populations with the most unmet needs. How can the community better meet the needs of these underserved groups?**

The group agreed that the top three are realistic and not often acknowledged and/or provided resources related to crime victimization. The group shared the following information on the underserved groups identified by survey participants.

Homeless

- Housing and transportation are significant barriers for victims of crime who are homeless. Suggestions to improve services to this group include increasing the amount of outreach to homeless encampments and/or providing the individual housing and relocation expenses.
- The ability to locate and/or contact these individuals is a challenge. The Hawaii Fire Department conducts a victim centered outreach program for individuals that are homeless.
- It is difficult to address the concerns of the homeless community due to the varying issues that might exist (i.e. alcoholism, mental health, housing, etc.) Relating their homeless status to the crime victimization is difficult.

Youth Teens (13-17 year old)

- The barriers to provide services to this population are similar to those for the homeless population, including the difficulty to locate and keep in contact with youth who are runaways and/or located in areas with minimal transportation.
- There are minimal to no services for youth (13-17 year old) who are perpetrators and also have a history of trauma and crime victimization.
- There are youth programs that provide outreach community outreach. However, the programs do not currently have the capacity to address issues related to victimization due to limited funding.

Adults (65 years old and older)

- Elder abuse cases are not often reported due to fear of perpetrator.
- Most crimes against older adults are financial fraud cases.

Also note, Hawaii County did mention that populations are not always identified by age as it is difficult to understand the relevance of age as an identity.

b. Are there other underserved groups in Hawaii County?

The following groups were also identified as having unmet needs:

- Homeless Youth victimized by crime
- Incarcerated/detained victims of crime
- LGBTQI
- Victims of Crime from rural locations
- Victims of crime post-conviction

- Youth perpetrators affected by crime victimization (Sex Trafficking, Sex Abuse, Domestic Violence, etc.)
 - Victims of crime who are displaced from their home due to natural disasters
- c. Are there methods you have effective in engaging underserved groups (and victims in general)?
- Create and sustain an approachable and welcoming atmosphere for victims of crime.
 - Sustain effective working partnerships with law enforcement and other partner agencies.
 - Develop an outreach component which increases the number of staff that are available for travel to rural locations.
 - Hire and train staff to be culturally competent with the different populations served.
 - Encourage a continuum of service through coordinated, multi-disciplinary and effective responses to victims of crime.
 - Establish a victim-centered approach and consistently update staff on best practices.
 - Collaborate with the Salvation Army, HOPE, the Fire Department, police, and other agencies that are not traditionally thought of as victim services but that regularly interact with hard to reach populations such as the homeless.

Question 5 (Barriers)

- a. Survey respondents in Hawaii County identified fear of perpetrator (victim's personal safety or safety of victim's family) (74.36%); lack of transportation to obtain services (64.10%), and lack of sufficient resources to meet service demand (53.85%) as the top three barriers victims face in accessing services. What are some ways your agency and other victims service agencies can help overcome these barriers?

Fear of Perpetrator

- Fear of the perpetrator often results in the victims not reporting to law enforcement or non-participation from the victim through the judicial process. Participants encourage a victim-centered environment for the victim from the time of reporting to post-conviction (and beyond).

Lack of Transportation to Obtain Services

- Access to services for individuals located in geographically rural areas is limited due to the victim's inability to obtain transportation. Some agencies include transportation vouchers to victims of crime; while other agencies mentioned the use of a leased vehicle to transport.
- Services should be readily available via outreach and/or by developing programs in these areas. For example, adopting a community court model, or establishing satellite offices so services are not as centralized as they currently are.

- Establish mobile services to reach victims who may not have access to transportation.

Lack of Sufficient Resources to Meet Service Demand

- Insufficient resources are an ongoing barrier. Funding is limited and agencies often lack qualified staff to apply for and manage grants. The inability for agencies to sustain programs results in agencies not having the capacity to provide the level of services needed to address the needs of victims.

Other Barriers

- The state needs to reassess the restitution process. The current procedure limits the amount of restitution provided to the victim. Often times victims receive zero restitution from the perpetrator once the individual is “off paper” or having met the conditions of their probation or parole.
- The process for receiving funds via CVCC for financial compensation or restitution assistance is often delayed, restricted, and limited.
- Funds for legal services for requests outside of the TRO process such as divorce from the perpetrator are not readily available for victims of crime.
- Procedures to request interpreters for victims are problematic; The Judiciary and ACCESS hotline are the only sources for interpreters in the county. The application process is often delayed and difficult to comprehend.
- Appointed interpreters are often unaware of court proceedings, as well as the terms and definitions specific to the process. More training for interpreters assisting victims of crime through the judicial process is necessary.
- Cases initiated by law enforcement are often delayed due to their internal procedures. The process needs to be modified to expedite cases so that victims receive immediate care and access to resources.

Question 6 (Needed Services)

- a. Survey respondents identified Shelter/housing assistance (58.97%), Mental Health or Behavioral health services (53.85%), and Transportation (41.03%) as the top three needed services in Hawaii County. Are these services currently available in the community?

Participants reported that the services identified by survey recipients as most needed are available in Hawaii County, but are limited and agencies are unable to meet the demand for service. Therapeutic services, support groups, individual counseling, case management, transition services, and referral and information are available to victims of violent crime and sex abuse. However, they may not be available to victims of other types of crime, those that choose not to report to the police, or victims whose cases do not reach prosecution.

Shelter/Housing Assistance

- Shelter services are provided through Child and Family Services (East and West Hawaii) for victims of Domestic Violence and Sex Assault.
- Due to the limited availability of bed space, Hawaii County must utilize resources provided in Oahu. However, it is reported that shelter placement is often delayed and

there may not be housing for the victim while they wait for shelter space to become available.

- Programs should utilize VOCA funds to implement emergency housing and relocation costs for victims of crime.

Mental Health

- Mental health services are available by referral through the Adult Mental Health Division of Hawaii and Access to Services. Referrals are limited and there is often a delay between when the referral is made and when the victim is connected to services.
- The number of qualified Therapists in Hawaii County is limited especially in geographically isolated and rural areas of the island.

Transportation

- Transportation services for victims of crime is limited. The Hawaii County. Available Mass Transit Agency provides public transportation, but services are very limited in the rural areas of the island. It can take hours for victims to travel to where services are.

b. How can these services be made available/more widely available to victims of crime?

- Develop more outreach opportunities for victims of crime located in rural areas of the island; bring services to them or provide transportation options.
- Conduct more Public Service Announcements for victim service programs.
- Establish a “Navigator” in partnership with the Department of Education to assist students and parents that are victims of crime to connect them with available resources. Create a resource list accessible to victims and service providers.
- Partner with the Humane Society to remove animals/pets from households effected by crime. Often when there is abuse against family members there is also abuse against pets in the household.
- Create a program which address financial and physical abuse against our “Kupuna” (elders).
- Create a mobile or shared crisis response team that can go out in the community to conduct mental health assessments.

IV. Crime Victim Programming

Question 7

- a. When you envision a system or crime victim program that works well in meeting the needs of victims, what does it look like?
- A more effective system would include more participation and collaboration with the larger agencies such as the Child Welfare System (CWS), the Department of

Education (DOE), and the Department of Human Services (DHS) to ensure a consistent and standardized approach to addressing the safety of victims.

- A system/agency where victims feel comfortable and safe while receiving services.
- A system which addresses victimization from the initial victimization; a continuum of care through referrals and resources.
- A Community Center which focuses on mediation and other restorative justice alternatives for victims of crime that choose not to report to law enforcement.
- VOCA projects should be required to include a cultural component (i.e. Ho`oponopono and La`au Lapa`au practices).
- Multi-disciplinary teams that address the entire family and provide a broad range of services.

b. How do you think services to victims of crime could be improved?

- More funding for programs addressing the needs of the underserved populations such as those located in rural and geographically isolated areas.
- Emphasis on Vertical Prosecution; tracking cases from beginning to end and providing comprehensive services to the victim.
- Staff should be provided additional training that integrates cultural competency and skill development.
- Mapping Resources; develop a county or statewide website that helps victims and victim service providers locate resources.
- More collaboration with medical and dental providers; more expertise in the community and incentives to work with victims of crime.

Question 8 (Training)

a. Are there other training topics you or other staff at your agency need?

Participants noted that trainings for victim service staff should be standardized across the state. The group offered the following as important topics to include in a standard curriculum.

- Ethics
- Restorative justice; addressing the needs of victims post-conviction
- LOKAHI Train the Trainer
- Judicial training for court interpreters
- How to successfully develop collaborations
- Victim impact programming
- Adopting a trauma-centered approach; how trauma impacts victims

- Resiliency training for staff
- Distribution of medications after chemical or biological attacks
- Preparing for mass violence and terrorism events

V. Additional Comments

- Develop a restitution fund to pay out victims who are due restitution up front. Funds would be replenished by collecting the restitution owed by offenders on an ongoing basis. The fund could be managed by a pass thorough entity (i.e. Dakota County of Minnesota model).
- Conduct a survey and focus groups with survivors to gather their feedback on victim needs and the strengths and opportunities for improvement in the system.
- Implement shared information systems so that all agencies and partners have access to the information they need.
- Coordinate and Implement training at the state level on how to prepare for possible mass violence, terrorist and biological attacks.

Department of the Attorney General

Crime Prevention and Justice Administrative Division - Grants and Planning

VOCA Focus Group (Kauai)

3990 Kaana Street #200, Lihue, Hawaii 96766

Date: 11/15/2018

In Attendance:

Facilitator: Ms. Randi Barretto, Department of the Attorney General

Ms. Rima Spight – Department of the Attorney General

Mr. Bryson Ponce – Kauai Police Department

Ms. Diana Gausepohl-White – Kauai Pros (Victim Assistance Unit)

Ms. Gina Kaulukukui – Kauai Police Department

Mr. Matthew Houck – YWCA of Kauai

Ms. Melanie Moyer – YWCA of Kauai

Ms. Pua Camelo – YWCA of Kauai

Ms. Renae Hamilton-Cambeilh – YWCA of Kauai

Ms. Mia Carrol – YWCA of Kauai

Ms. Jennifer Carter – YWCA of Kauai

Ms. Laura DiTruia – YWCA of Kauai

Ms. Stefani Lowe – YWCA of Kauai

Mr. Jay Mason – Legal Aid

I. Introductions

Question 1

a. What services do you provide to crime victims?

A total of fourteen participants attended the Kauai VOCA Focus group. In attendance were representatives from the Kauai Police Department; the County of Kauai's Office of the Prosecuting Attorney's Victim Assistance Unit; Legal Aid; and eight staff from the YWCA of Kauai with expertise in housing assistance, clinical services, prevention education, children's services, and other direct services provided to victims of crime.

Participants described their roles with the agency as well as the types of services provided to victims of crime. The services mentioned included TRO support and court advocacy, prevention education in schools, outreach and education to LGBTQI victims, shelter and housing support for victims of domestic violence, children's advocacy, respite and parenting support, clinical services to domestic violence and sexual abuse survivors, investigative services, legal services, and support to victims through the prosecution process.

II. Agency Collaborations

Question 2

a. How does your agency coordinate and collaborate with other service providers to support victims of crime?

- Participating in the continuum of care that coordinates housing services and tracks the housing stock available on Kauai.
- Establishing partnerships and collaborations through MOUs and contracts. For example, coordinating with Child and Family Services as they are contracted to provide voluntary case management services through a contract with Child Welfare Services in cases where a child is in the household when violence occurs.

In addition to working regularly with each other, the participants mentioned several other ways they coordinate and collaborate to better support victims of crime:

- Participating in other meetings, conferences, and events.
- Conducting outreach to build new networks with service providers and businesses.

b. Who are the other service providers you work with?

- Child and Family Service
- Child Welfare Services
- Kauai Economic Opportunity
- Women in Need
- Legal Aid
- Housing Authority/Kauai Housing Agency
- Catholic Charities
- Salvation Army
- Steadfast Housing Development Corporation
- Victim Assistance Unit
- Parents and Children Together
- Others

** Several focus group participants reported current collaborations with the agencies in attendance.*

Question 3

a. Do you have any suggestions on how community-based service providers, government agencies, law enforcement agencies, and others victim service providers can improve relationships and integrate efforts to better meet the needs of victims of crime?

- Maintaining partnerships requires communication and meeting frequently.

III. Survey Results

Question 4 (Underserved Groups)

- a. Survey Respondents in Kauai County identified Homeless Individuals (100%), Children (newborn to 12 y/o) (62.50%), Youth/teens (13 to 17 y/o) (62.50%) and Young Adults (18 to 24 y/o) (62.50%) as the populations with the most unmet needs. How can the community better meet the needs of these underserved groups?

The group agreed that homeless victims are a population with many unmet needs, and lack of affordable housing presents a major barrier to all victims on Kauai.

Homeless

- It can be difficult to identify how an individual's homelessness relates to their victimization. Many houseless people are victimized because they lack a safe place to stay. Additionally, most need support with mental health and substance abuse, and other complex needs.
- Homelessness is an issue across all victim populations, and compounds other issues people face.

Children and Youth

- Even if not victimized themselves, children and youth are often impacted by their parent's victimization.
- Homeless foster youth is another issue. There are limited caregiver resources on this island. We don't have places to put them. Especially when they are potentially trafficked youth, it may be difficult to get them to services. They don't always want to comply. There is nowhere to put them.

Young Adults

- There is a relatively large number of young adults ages 18-24 who are transitioning from foster care, and can't live at home anymore due to abuse and neglect. They often end up homeless as well.
- Youth and young adults involved in the judicial system often don't have a safe place to go.

- b. Are there other underserved groups in Kauai County?

In addition to the underserved groups that survey participants identified, members of the focus group highlighted the following victim groups as underserved in Kauai County:

- Elder abuse and elderly victims of financial crimes
- Victims of crime who don't report or whose cases don't make it to prosecution.
- LGBTQI

- Immigrants/LEP need more services
 - Youth offenders affected by crime victimization (Sex Trafficking, Sex Abuse, Domestic Violence, etc.)
 - Adults with mental health issues and/or substance abuse issues.
 - Juvenile sex offenders. There are many that aren't getting treated and move on to become adult sex offenders. We need to intervene.
 - Victims with co-occurring mental health and substance abuse issues.
 - People at risk of suicide or suicide ideation. Last year 25 people in Kauai County died by suicide. This year 10 have died so far. The youngest was 13. This issue crosses over other issues, homelessness, mental health issues, and stigma.
- c. Are there methods you have found effective in engaging underserved groups (and victims in general)?
- Community outreach and education. Utilizing public service announcements, radio ads, and other forms of media to share information on services. Outreach needs to be done consistently, and on an ongoing basis otherwise people forget what is available. On Kauai, the best way to reach people on this island is still radio.

Participants also offered methods that have been effective in engaging specific populations.

Homeless

Participants noted many difficulties in reaching transient individuals. Often homeless do not have cell phones or other means of contact. A few programs were mentioned that have successfully been used to reach this population.

- For example, it was shared that a Sergeant in Florida that started a homeless outreach program that aims to take one person off the street each month. The program consists of doing outreach, building relationships, tracking down and connecting with relatives, and working with housing, and connecting the individual to mental health services and other resources. It would be difficult to coordinate across all the different services areas on Kauai.
- Similarly, in Honolulu they have a program where they are doing outreach and dispensing medication to homeless. Having access to medication can be crucial, as it helps people make better decisions and move to safer situations

Children and Youth

Participants noted that youth who experience child abuse and neglect, are victims of crime, or are impacted by a family member's victimization, often act out and have difficulty in school. Schools are a natural place to reach children and youth, however, currently there are few services available. The services that are available are in high demand and hard to access. One participant related it took over a year of constant

advocacy to get services for a child with special needs. Children and youth who act out or exhibit other signs of trauma are often labeled as “bad” rather than connected with services to help with the underlying issues.

A few methods to engage children and youth were shared:

- The Kauai Police Department is currently working to provide temporary shelter for juvenile offenders by housing them in hotels with supervision provided by retired police officers.
- Provide support groups and other services in schools. Being in schools and working with students does a lot to normalize the challenges victims face and show that people should not be ashamed for seeking help.

LGBTQI

- OVW grant funds were used to do trainings on working with LGBTQI individuals, to build a better relationships between the community and the system. The funds for advertising were particularly effective. It is important to let people know there are services available for them specifically.

Juvenile Sex Offenders

- There are models that work, but only with a very limited populations. It has to be the right population and there needs to be a strong model and assessment process in place.

Victims where there is no arrest or the cases don't make it to prosecution:

- More training and protocols for police to help guide them on how to follow up on cases would be helpful.

Victims with mental health and or substance abuse issues, co-occurring disorders:

- There need to be better partnerships built between agencies. There needs to be a better way to identify when people have mental health and substance abuse issues, but there also needs to be more capacity in the community to provide services. There are a limited number of agencies that provide general support, so it is important that we build partnerships.
- At the state level there is a group of psychologists trying to get a bill passed so they can administer medication. Right now it falls to the primary care provider and they aren't specialists in that area. They are trying to create a program statewide to give better access to meds.

Question 5 (Barriers)

- a. Survey respondents in Kauai County identified stigma, guilt or shame (85.71%), Fear of Perpetrator (71.43%), and the victim's financial situation (71.43%) as the greatest barriers victims face in accessing services. What are some ways your agency and other victims service agencies can help overcome these barriers?

- It would be great to have a treatment team across systems. A systems response from the time of reporting onwards. We have started something like that for sex abuse cases.
- Provide cell phones to homeless folks that don't have them. It would need to be sustainable. Particularly for DV cases it would be useful. Sometimes the perpetrator has fled and no one knows where they are. Having access to a phone would help the victim connect to KPD, or other resources to stay safe.
- There needs to be more training for advocates and communication on judicial process, including what victims should expect, legal terminology, etc. There should also be more training for judges and prosecution on the importance of their role and how to be more victim-centered.
- There needs to be more outreach and awareness of VOCA funding. Outreach through multiple media, including radio.

Other Barriers

- One concern is that there is a time limit on VOCA funds. It is hard to spend down in a year.
- There is a need to involve DOE, CWS, DHS, and other agencies and systems that may interact with victims. Especially DOE. There seem to be barriers to engaging DOE in particular. It would be beneficial to provide more information to them on how they can access VOCA funds. There is a big disconnect currently. DOE needs to be at the table. There are a lot of victims in the schools under the radar.
- Lack of transportation.
- Judges and prosecutors do not understand/do not have capacity to provide information and support to victims, it falls to advocates who may not understand the legal process themselves to provide the information.
- There is a lot of stigma against sex abuse. Some victims of interfamilial sex abuse get pushed out by family members. Family members may take the perpetrator's side and ostracize the victim and their immediate family.
- Many of the services are very restricted as to who they serve and how long services last. Especially for adults with mental health/behavioral health issues. There are many adults with severe issues who don't qualify for adult mental health, and they are not always appropriate for the services at the YWCA because they may not be on medication. That is another huge puka. The Department of Health used to have a much broader range of populations and diagnosis they serve but it has gotten narrower and narrower and now they only serve people with acute psychotic issues.
- One of the biggest barriers is the definition of need for involuntary help. Many clients need care but don't meet the definition so they can't get care. Additionally, the person who is needing services has to be the one to call; that is another barrier. It is hard to get someone who needs intervention to recognize they are in need and call themselves.

- There is also a lack of primary care. Primary care providers are stretched very thin. It is almost impossible to find primary care for youth/teens.

Question 6 (Needed Services)

- a. Survey respondents identified Mental Health or Behavioral Health Services (77.78%), Shelter/housing assistance (66.67%), and emergency financial assistance (55.56%) as the top three needed services in Kauai County. Are these services currently available in the community?

The group agreed that there is a need for all of the above services in Kauai County. When asked to elaborate, the group shared the below list of needed services.

Housing

- Transitional housing. There is no transitional housing on this island.
- There are so many people looking for housing that landlords can rent to people without children and with higher incomes rather than single mothers with children. It is not intended to be discriminatory but it becomes discriminatory against people with HUD vouchers, children, etc.

Mental Health and Substance Abuse Services

- There is a lack of primary care providers, primary care providers are the only ones who can dispense medication.
- There is a lack of on-island inpatient care. There is nowhere people in need of inpatient care to go. The only location we have maxes out at 48 hours then they are back at the shelter.
- There are enough “general” services. Agency capacity for general counseling for crimes other than DV and sex assault is very small.
- It is hard to connect with mental health services. Folks in crisis must call themselves and self-identify the need for services.
- There is a need for more crisis mobile outreach. There are some services for youth but not for adults. For some populations, services need to go to them. We need to be able to do intensive work for 60-90 days, and help connect people with medication and mental health services.

Supportive Services

- Childcare is another one of our biggest challenges. There are limited resources here. There is some childcare for toddlers, but there is almost nothing for infants and very young children. Head Start can only do ½ day, and there is only one location. Kamehameha can provide some child care for people that qualify, but they are hard to get into and only ½ day as well. It doesn’t really help mothers who are working, they can’t pick up their children in the middle of the day.
- It is difficult to provide case management for DV victims dealing with the many issues they face, such as trying to find housing, jobs, etc. Often they are unable to keep appointments because they are overwhelmed with other things.

- Victims come in with so many needs, they don't have good job skills, need help with financial management skills, and lack education. They may not ever have had to work or live on their own. We need more than a position; we need an entire program to provide a broad range of education, employment and other support services.
- There is a huge need for more physical housing – transitional, and permanent. The housing needs to be available to low-income people who may not have a rental history. We also need staffing to run the housing.

Affordable Legal Services

- Civil legal representation, legal advice for victims. How many referrals can Legal Aid really take? We need more legal services – better access to knowledgeable legal representation is huge.

Other Services

- Lack of restorative justice and other alternatives to prosecution.
- There needs to be more resources and knowledge on victim services in the community. A resource website is a great idea for most people but it wouldn't work as well for some populations. For seniors, or other people that are homebound, there needs to be other ways to get the knowledge out. Those folks don't have internet/don't know how to use it and are mostly still using landlines. We would need to partner with KEO, Meals on Wheels, or other programs that are going into the homes to really reach them.

IV. Crime Victim Programming

Question 7

- a. When you envision a system or crime victim program that works well in meeting the needs of victims, what does it look like? How do you think services to victims of crime could be improved?**
- Collaboration. A program that houses as many roles as possible under a single roof, and consistent communication on cases so there isn't as much overlap and lag time.
 - A multi-disciplinary treatment team across systems. A systems response from the time of reporting onwards.
 - Some form of alternative restorative justice. Utilizing a model like drug court, or girl's court – but victim-centered, not offender-centered. Particularly for juveniles, it would be good to have alternatives outside the criminal justice system.
 - More intervention.
 - Longer term counseling and other support services.

Question 8

- b. Survey Respondents identified (list Hawaii-specific training topics) as minimum training requirements that all victim service providers in Hawaii should have to

effectively service the unique and diverse populations of Hawaii. Are there other training topics you or other staff at your agency need?

- Motivational Interviewing
- Substance Abuse 101
- Domestic Violence 101
- Self-Resiliency, Vicarious Trauma and Understanding Boundaries
- Cultural Competency for Different Victim Populations such as LGBTQI, COFA, working with male victims of DV
- Understanding the dynamics of domestic violence and working with secondary perpetrators
- Working with secondary victims
- Understanding how a parent's victimization impacts their children

Participants in the focus group also highlighted the importance of packaging the trainings so that they are widely accessible. It was recommended that the curriculum, course materials, and video recordings of the in-person trainings be made available online so that all staff can access it.

Question 9

- a. Do you have any recommendations for: new and innovative victim service projects, inter-agency collaborations, statewide initiatives, or "wish list" services, technology, equipment etc. or other one-time costs?

Focus group participants offered the following ideas for new and innovative programs to reach victims of crime:

- Public service announcements about SAVIN. There are a lot of folks who aren't aware they can get notification even when the offender is incarcerated for a different crime than their victimization.
- Apps for service providers. For example a YWCA app where you can ask questions, ask for resources. It would be a good way to reach younger folks.
- A crisis text line.

FY 2018 Victims of Crime Act
(VOCA) Service Provider Survey

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Overall (n=185)

Survey responses for all respondents were compiled to determine which demographic groups/types of victims were most frequently selecting as having unmet needs across the State.

Demographic Groups/Types of Victims with Unmet Needs (n=137)	%	#
Homeless individuals	86.86%	119
Youth/teens (13-17 years old)	63.50%	87
Young adults (18-24)	56.20%	77
Institutionalized or incarcerated individuals	54.01%	74
Adults (65 years old and older)	48.18%	66
Trafficked individuals - labor	41.61%	57
Children (newborn - 12 years)	40.15%	55
Military/veterans/dependents	34.31%	47
Adults (25-64 years old)	32.85%	45
Other (please specify)	14.60%	20

Victim service providers gave a broad range of feedback on how to improve services to victims of crime. As many responses included suggestions across different service areas and beyond the individual county level, all questions with open-ended responses related to improving services and gathering funding recommendations were compiled and analyzed together (questions 13, 17, 21, 25, 29, 30, and 31). A total of 242 comments were submitted. Comments were organized and counted based on the types of services and themes mentioned. A single comment may mention multiple types of services. Below are the most frequently mentioned categories of needed services:

Needed Services by Type of Service (n=242)	%	#
Conferences and Training	36.8%	89
Statewide Mapping of Services and Resources	28.5%	69
Outreach and Community Education Initiatives	26.9%	65
Multi-Disciplinary Approaches	19.8%	48
Increased Agency Funding, Staff Support and Capacity Building	14.5%	35
“Core” Victim Services	14.0%	34
Housing and Housing Assistance	10.3%	25
Mental Health and Substance Abuse Services	9.9%	24
Statewide Interpreter Services	4.5%	11
Affordable Legal Services	3.7%	9
Expanding VOCA to New Service Areas	3.7%	9
Judicial/Legal System Changes	2.5%	6
Technology Solutions	1.2%	3

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Overall (n=185)

Most Frequently Mentioned Services by Type of Service

Conferences and Training (n=89)		
	%	#
General Conferences or Training	56.2%	50
State Victim Assistance Academy	15.7%	14
Cultural Competency Training for First Responders and/or Program Staff	13.5%	12
Mass Violence Preparedness	10.1%	9
Statewide Mapping of Services and Resources (n=69)		
	%	#
Coordinated Statewide Victim Services	55.1%	38
Standard Services Across All Counties, Coordinated Services at County Level	21.7%	15
Statewide “One Stop” Digital Resource and Referral Center	14.5%	10
Outreach and Community Education Initiatives (n=65)		
	%	#
Public Awareness Initiatives	44.6%	29
Notification Services (SAVIN)	32.3%	21
School-Based Outreach and Education	23.1%	15
Multi-Disciplinary Approaches (n=48)		
	%	#
Coordination and Collaboration with Other Agencies, Law Enforcement, and Local Business	47.9%	23
Co-locating Services and/or Multi-Disciplinary Teams	16.7%	8
Victim Advocates in Police, Court, Hospital, etc.	14.6%	7
Increased Agency Funding, Staff Support and Capacity Building (n=35)		
	%	#
Sustained Funds and Resources for Victim Service Agencies and Staff	42.9%	15
Expanding Agency Capacity to Serve Rural Areas, Disabled/Elderly Victims, Homeless Victims and other Hard to Reach Populations	31.4%	11
Grant Support and Technical Assistance	8.6%	3

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Overall (n=185)

“Core” Victim Services (n=34)	%	#
Low-Barrier Financial Assistance	44.1%	15
Child Care	20.6%	7
Transportation	14.7%	5

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
City and County of Honolulu (n=45)

Top Six (6) demographic groups/types of victims of crime who have unmet needs or gaps in services in the City and County of Honolulu in addition to the underserved groups defined by the Federal Office for Victims of Crime (OVC) and State CPJAD:

Demographic Group/Type of Victim (n=44)	%	#
Homeless individuals	90.91%	40
Youth/teens (13-17 years old)	72.73%	32
Young adults (18-24 years old)	72.73%	32
Institutionalized or incarcerated individuals	52.27%	23
Adults (25-64 years old)	50.00%	22
Trafficked individuals - labor	43.18%	19

Top six (6) issues or barriers that prevent victims of crime from seeking services in the City and County of Honolulu:

Issue/Barrier (n=45)	%	#
Lack of knowledge regarding available services/poor referral system	60.00%	27
Lack of understanding and/or trust in the criminal law process	55.56%	25
Fear of perpetrator (victim's personal safety or safety of victim's family)	53.33%	24
Stigma, guilt, or shame	42.22%	19
Childcare is unavailable to allow victim to obtain services	37.78%	17
Victim's financial situation	33.33%	15

Top six (6) types of services that are most needed in the City and County of Honolulu:

Types of Services Needed (n=45)	%	#
Mental health or behavioral health services	57.78%	26
Shelter/housing assistance	44.44%	20
Coordination of activities that facilitate the provision of direct services, including multi-disciplinary or crisis response teams and coalitions to support and assist victims	37.78%	17
Legal advocacy/assistance	33.33%	15
Criminal justice system advocacy/assistance	31.11%	14
Advocacy/accompaniment	28.89%	13
Public awareness and education services to inform crime victims of their specific rights and services, and to provide them with assistance or referrals to assistance.	28.89%	13

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Maui County (n=29)

Top Six (6) demographic groups/types of victims of crime who have unmet needs or gaps in services in the Maui County in addition to the underserved groups defined by the Federal Office for Victims of Crime (OVC) and State CPJAD:

Demographic Group/Type of Victim (n=24)	%	#
Homeless individuals	79.17%	19
Institutionalized or incarcerated individuals	66.67%	16
Youth/teens (13-17 years old)	54.17%	13
Young adults (18-24 years old)	41.67%	10
Children (newborn - 12 years)	37.50%	9
Military/veterans/dependents	33.33%	8

Top six (6) issues or barriers that prevent victims of crime from seeking services in the Maui County:

Issue/Barrier (n=24)	%	#
Services not geographically available	50.00%	12
Lack of sufficient agency resources to meet service demand	41.67%	10
Lack of transportation to obtain services	41.67%	10
Stigma, guilt, or shame	41.67%	10
Victim's financial situation	41.67%	10
Childcare is unavailable to allow victim to obtain services	37.50%	9

Top six (6) types of services that are most needed in the Maui County:

Types of Services Needed (n=24)	%	#
Mental health or behavioral health services	70.83%	17
Shelter/housing assistance	62.50%	15
Substance abuse services	54.17%	13
Emergency financial assistance	41.67%	10
Child care	37.50%	9
Crisis intervention	37.50%	9

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Hawaii County (n=42)

Top Six (6) demographic groups/types of victims of crime who have unmet needs or gaps in services in the Hawaii County in addition to the underserved groups defined by the Federal Office for Victims of Crime (OVC) and State CPJAD:

Demographic Group/Type of Victim (n=36)	%	#
Homeless individuals	91.67%	33
Youth/teens (13-17 years old)	61.11%	22
Adults (65 years old and older)	58.33%	21
Institutionalized or incarcerated individuals	52.78%	19
Young adults (18-24 years old)	47.22%	17
Trafficked individuals - labor	44.44%	16

Top six (5) issues or barriers that prevent victims of crime from seeking services in the Hawaii County:

Issue/Barrier (n=39)	%	#
Fear of perpetrator (victim's personal safety or safety of victim's family)	74.36%	29
Lack of transportation to obtain services	64.10%	25
Lack of sufficient agency resources to meet service demand	53.85%	21
Services not geographically available	51.28%	20
Lack of understanding and/or trust in the criminal law process	48.72%	19
Lack of services designed for victims of certain crimes (e.g., identity theft, elder abuse and neglect, stalking)	38.46%	15
Stigma, guilt or shame	38.46%	15
Victim's financial situation	38.46%	15

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Hawaii County (n=42)

Top six (6) types of services that are most needed in the Hawaii County:

Types of Services Needed (n=39)	%	#
Shelter/housing assistance	58.97%	23
Mental health or behavioral health services	53.85%	21
Transportation	41.03%	16
Public awareness and education services to inform crime victims of their specific rights and services, and provide them with assistance or referrals to assistance	35.90%	14
Coordination of activities that facilitate the provision of direct services, including multi-disciplinary or crisis response teams and coalitions to support and assist victims of crime	33.33%	13
Child care	28.21%	11

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Kauai County (n=14)

Top Six (6) demographic groups/types of victims of crime who have unmet needs or gaps in services in the Kauai County in addition to the underserved groups defined by the Federal Office for Victims of Crime (OVC) and State CPJAD:

Demographic Group/Type of Victim (n=8)	%	#
Homeless individuals	100.00%	8
Children (newborn – 12 years)	62.50%	5
Youth/teens (13-17 years old)	62.50%	5
Young adults (18-24 years old)	62.50%	5
Institutionalized or incarcerated individuals	50.00%	4
Military/veterans/dependents	50.00%	4

Top six (6) issues or barriers that prevent victims of crime from seeking services in the Kauai County:

Issue/Barrier (n=7)	%	#
Stigma, guilt or shame	85.71%	6
Fear of perpetrator (victim's personal safety or safety of victim's family)	71.43%	5
Victim's financial situation	71.43%	5
Lack of trust in agencies providing services	57.14%	4
Lack of public knowledge regarding available services/poor referral system	42.86%	3
Lack of sufficient agency resources to meet service demand	42.86%	3
Lack of transportation to obtain services	42.86%	3

Top six (6) types of services that are most needed in the Kauai County:

Types of Services Needed (n=9)	%	#
Mental health or behavioral health services	77.78%	7
Shelter/housing assistance	66.67%	6
Emergency financial assistance	55.56%	5
Substance abuse services	55.56%	5
Crisis intervention	33.33%	3
Employment assistance/job training	33.33%	3
Coordination of activities that facilitate the provision of direct services, including multi-disciplinary or crisis response teams and coalitions to support and assist victims	33.33%	3

DEPARTMENT OF THE ATTORNEY GENERAL
VOCA Survey Findings
Statewide (n=39)

Top Six (6) demographic groups/types of victims of crime who have unmet needs or gaps in services statewide in addition to the underserved groups defined by the Federal Office for Victims of Crime (OVC) and State CPJAD:

Demographic Group/Type of Victim	%	#
Homeless individuals	76.00%	19
Youth/teens (13-17 years old)	60.00%	15
Adults (65 years and older)	56.00%	14
Young Adults (18-24 years old)	52.00%	13
Trafficked individuals - labor	52.00%	13
Institutionalized or incarcerated individuals	48.00%	12

Top six (6) issues or barriers that prevent victims of crime from seeking services statewide:

Issue/Barrier	%	#
Fear of perpetrator (victim's personal safety or safety of victim's family)	64.00%	16
Lack of sufficient agency resources to meet service demand	40.00%	10
Lack of transportation to obtain services	40.00%	10
Services not geographically available	40.00%	10
Lack of interagency collaboration and coordination	36.00%	9
Childcare is unavailable to allow victim to obtain services	36.00%	9
Lack of public knowledge regarding available services/poor referral system	36.00%	9
Lack of understanding and/or trust in the criminal law process	36.00%	9

Top six (6) types of services that are most needed statewide:

Types of Services Needed	%	#
Shelter/housing assistance	53.85%	14
Mental health or behavioral health services	50.00%	13
Coordination of activities that facilitate the provision of direct services, including multi-disciplinary or crisis response teams and coalitions to support and assist victims	42.31%	11
Culturally specific services	38.46%	10
Advocacy/accompaniment	30.77%	8
Counseling (individual or group)	30.77%	8
Emergency financial assistance	30.77%	8
Legal advocacy/assistance	30.77%	8