



HAMILTON POLICE SERVICE

INFORMATION REPORT

TO:	Chair and Members Hamilton Police Services Board
BOARD MEETING DATE:	April 27, 2023
SUBJECT:	2022 Year End Report – Victim Services Branch
REPORT NUMBER:	23-038
SUBMITTED BY:	Frank Bergen, Chief of Police
SIGNATURE:	

EXECUTIVE SUMMARY

- The Victim Services Branch (VSB) is a civilian branch of the Hamilton Police Service and is the only 24-hour on-scene crisis intervention service for victims of crime and trauma in the City of Hamilton
- VSB is staffed by 5 civilian staff members and over 40 volunteers
- VSB responds to the immediate needs of people who have been impacted by any type of crime and/or trauma
- In 2022 the VSB assisted 2,472 new victims and had a total of 6,830 contacts with victims

INFORMATION

The VSB is pleased to share our goals, achievements, and initiatives for 2022 that have contributed to successful outcomes in line with the 2019-2021 HPS Business Plan. Listed below is a summary of these activities.

Community Safety

In 2022 the VSB continued to work with victims/survivors of crime in providing support, as well as navigating systems and referrals to reduce harm and promote resiliency. We participated in the development of a Missing Person Working Group in partnership with both HPS and community members. Notably, we completed one year of the Domestic Violence Intervention Program (DVIP) Pilot in collaboration with the Intimate Partner Violence Unit. VSB staff reach out to both parties in a non-criminal verbal domestic. The goal of the program is to intervene early and provide connection to supports and resources. We are hopeful that this will decrease future escalation of violence and reduce calls for service.

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Contact was attempted with over 200 individuals. Of the people reached, 68% requested and received referrals to community agencies for ongoing supports, such as counselling.

Engagement & Partnerships

Community partnerships are vital to our work and contribute to better outcomes for the individuals we support. Throughout 2022, we continued to work in collaboration with community organizations to ensure wrap-around supports are available to any victims/survivors supported through the VSB. With funding from the Victim Support Grant, we introduced the Community Liaison Program in partnership with Catholic Family Services, Victoria & Friends (formerly Interval House), and the YMCA Hamilton, Burlington, Brantford to provide support to victims/survivors of Domestic Violence and/or Human Trafficking. Over 120 individuals were referred to these agencies via the VSB. We also continued to deliver the Victim Quick Response Program+ (VQRP+) for the City of Hamilton on behalf of the Ministry of Community, Children, and Social Services. There were 317 claims totaling over \$183,000 in direct benefit to victims of crime.

People & Performance

In December 2022, the VSB was honoured to receive the first ever Service Award presented by the Butterfly Project. This award was given in recognition of the support the VSB provided to a family of a young child that tragically lost her life during an incident involving a train.

Technology & Asset Management

Due to pandemic concerns, virtual platforms were used to facilitate the VSB Volunteer Training from January – March, 2022. This virtual format resulted in existing Volunteers joining training sessions to refresh their skills and knowledge. Technology and virtual training opportunities also allowed for an additional 20 external training opportunities offered to our Volunteer team.

Conclusion

In 2023, we will continue to work collaboratively with community partners to better support service users. We are looking forward to attending more training events and engaging community with presentations. The VSB recently received funding from the Department of Justice Canada for Victims and Survivors of Crime Week. With this funding, we will host a Hate Crime Symposium in collaboration with the Hate Crime Unit. This will be an opportunity for community to gather and hear from speakers with diverse backgrounds in the judicial system, academia, and lived experience, as it relates to Hate Crime and/or Bias incidents.

The Victim Services Branch focuses on ensuring the highest quality of support for victims of crime and trauma in City of Hamilton. This is done by working in partnership with our communities and the justice system, and investing significantly in the recruitment and training of our volunteers. The volunteerism displayed by the member of the VSB is a

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testament to the civic engagement of our citizens. With their commitment, compassion and support is provided to victims in their time of need.

The attached Annual Report provides a more thorough overview of VSB accomplishments in 2022.

APPENDICES AND SCHEDULES ATTACHED

Appendix A – 2022 Victim Service Annual Report

FB/M.Schulenberg

c: Ryan Diodati, Deputy Chief – Operations
Marty Schulenberg, Superintendent – Investigative Services Division
Andrea Torrie, Inspector – Investigative Services Division

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