



HAMILTON POLICE SERVICE

INFORMATION REPORT

TO:	Chair and Members Hamilton Police Service Board
BOARD MEETING DATE:	June 27, 2024
SUBJECT:	2023 Year End Report – Victim Services Branch
REPORT NUMBER:	24-040
SUBMITTED BY:	Frank Bergen, Chief of Police
SIGNATURE:	

EXECUTIVE SUMMARY

- The Victim Services Branch (VSB) is a civilian branch of the Hamilton Police Service
- VSB is the only 24-hour on-scene crisis intervention service for victims of crime and trauma in the City of Hamilton
- VSB has 5 civilian staff member and over 50 volunteers and are able to respond to the immediate needs of people who have been impacted by any type of crime and/or trauma
- In 2023, the VSB assisted 2006 new victims and had 5,503 contacts with victims.

INFORMATION

Victim Services is pleased to share our goals, achievements, and initiatives for 2023 that have contributed to the outcomes and success in line with the 2023-2026 Strategic Plan in this Annual Report.

Community Safety

In 2023, 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. VSB continued to deliver the Victim Quick Response Program+ on behalf of the Ministry of Children, Community and Social Services (MCCSS), which resulted in over \$212,100 of benefits directed to those impacted by violent crime. With funding from the Victim Support Grant, we continued the Community Liaison Program in partnership with Interval House of

Vision: To be a trusted partner in delivering public safety.

Mission: To serve and protect in partnership with our communities.

Our Values: Compassion, Dedication, Inclusivity, Integrity, Professionalism, Collaboration

Hamilton, Banyan Community Services, and the YMCA Hamilton, Burlington, Brantford to provide support to victims/survivors of Intimate Partner Violence and/or Human Trafficking. Additionally, VSB completed year two of the Domestic Violence Intervention Program (DVIP) Pilot in collaboration with the Intimate Partner Violence Unit, where Victim Services staff reach out to both parties in a non-criminal verbal domestic. The goal of the program is early intervention to provide a connection to community supports and resources. The goal is to decrease future escalation of violence and reduce calls for service. To date, DVIP has received over 385 referrals, with 120 received in 2023.

Collaborative Engagement

Community partnerships are vital to our work and contribute to better outcomes for the individuals we support. Throughout 2023, VSB continued to work in collaboration with community organizations to ensure wrap-around supports are available to any victims/survivors supported through the VSB. In 2024 VSB provided 19 training sessions to community organizations or through conference participation to enhance collaboration and raise awareness of Victim Services. Notably, VSB were asked to present at the National Organization for Victim Assistance (NOVA) Conference, which was held in New Orleans, Louisiana, on our Sexual Assault Support Program.

Culture and Capacity

Throughout 2023, the VSB team of over 50 volunteers contributed more than 30,000 hours of available on-call coverage, with over 550 hours of direct support provided to those impacted by crime and tragedy in our community. Through the annual Victim Services Volunteer Training, 17 new volunteer recruits, as well as 20 Cadets received training. The VSB also continues to engage in training initiatives to further the knowledge of Victim Services throughout Hamilton Police Service. Importantly, VSB recognized 10 volunteers for awards including a 30 Year Milestone Award, two 25 Year Milestone Awards, one 15 Year Milestone Award, two 10 Year Milestone Awards, three 5 Year Milestone Awards, and one Marg Marshall Award.

Trusting Change

In 2023, the VSB received funding from the Department of Justice Canada for Victims and Survivors of Crime Week. With this funding we were able to host a Hate Crime Symposium for learning, dialogue and solution building related to hate crime related investigations. Attendees included members from the Hamilton Police Service, as well as other Police Services, stakeholders from the justice sector, community agency representatives, and members of the Hamilton community. The VSB also recently received funding from the Department of Justice Canada for Victims and Survivors of Crime Week to have Victim Services brochures translated into different languages to better support our diverse community.

Vision: To be a trusted partner in delivering public safety.

Mission: To serve and protect in partnership with our communities.

Our Values: Compassion, Dedication, Inclusivity, Professionalism, Collaboration

The attached Annual Report provides a more thorough overview of VSB accomplishments in 2023. In 2024, the VSB will continue to work collaboratively with community partners to better support those impacted by crime and tragedy in our community.

APPENDICES AND SCHEDULES ATTACHED

Appendix A – 2023 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