

## **25-033 – APPENDIX A**

### **INFORMATION**

This report shares Victims Services Branch annual goals, achievements, and initiatives for 2024 that have contributed to the outcomes and success in line with the 2023-2026 Strategic Plan.

#### **Community Safety**

This year, 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 \$323,130 of benefits directed to those impacted by violent crime. With final funding from the Victim Support Grant, we continued the Community Liaison Program in partnership with Interval House of 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 three 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. We are hopeful that this will decrease future escalation of violence and reduce calls for service. To date, DVIP has received over 500 referrals, with 114 received in 2024.

#### **Collaborative Engagement**

Community partnerships are vital to VSB's work and contribute to better outcomes for the individuals we support. Throughout 2024, VSB continued to work in collaboration with community organizations to ensure wrap-around supports are available to any victims/survivors supported through VSB. VSB provided over 15 training sessions throughout 2024 to community organizations or through conference participation to enhance collaboration and raise awareness of Victim Services. Notably, VSB was asked to present at the National Organization for Victim Advocacy (NOVA) Conference, which was held in Washington, DC in July, as well as at their virtual conference in September.

#### **Culture and Capacity**

Throughout 2024, VSB's team of over 50 volunteers contributed more than 30,000 hours of available on-call coverage, with over 500 hours of direct support provided to those impacted by crime and tragedy in our community. Through our annual Victim Services Volunteer Training, we were able to train 24 new volunteer recruits, as well as 13 Cadets. VSB also continues to engage in training initiatives to further the knowledge of Victim Services support throughout Hamilton Police Service, as well as make training

opportunities available to staff and volunteers to enhance service delivery. Importantly, we recognized 6 volunteers for awards including one 25 Year Milestone Award, two 15 Year Milestone Awards, and three 5 Year Milestone Awards.

### **Trusting Change**

In 2024, VSB received funding from the Department of Justice Canada for Victims and Survivors of Crime Week. With this funding VSB was able to translate some of the victim support brochures into additional languages including Arabic, French, Punjabi, Somali, Spanish, Swahili, and Ukrainian. This is an on-going endeavor to increase the diversity of our resources.

The attached Annual Report provides a more thorough overview of VSB's accomplishments in 2024. VSB recently received funding from the Department of Justice Canada for Victims and Survivors of Crime Week to host a Hate Crime Symposium and continue our endeavor of translating resources to support our diverse community. In 2025, VSB will continue to work collaboratively with community partners to better support those impacted by crime and tragedy in our community.