



TEXAS DEPARTMENT OF CRIMINAL JUSTICE
VICTIM SERVICES DIVISION

FISCAL YEAR ANNUAL REPORT

2019



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Mission & History

THE MISSION OF THE VICTIM SERVICES DIVISION (VSD) is to provide a central mechanism for crime victims to participate in the criminal justice system.

Victim Services was first established as a section in the Parole Division of the Texas Department of Criminal Justice (TDCJ) in 1993. The creation of the Victim Services Section was a result of crime victims requesting services, the foresight of staff and the passage of crime victims' rights by the Texas Legislature.

Initially, the Victim Services Section notified crime victims about the status of the offender responsible for the victimization who was incarcerated within the TDCJ Correctional Institutions Division (CID). The number and types of notifications, most of which are legislatively mandated, have changed and expanded through the years to better inform crime victims, surviving family members, witnesses who testified at trial, and concerned citizens regarding offenders who are incarcerated and on parole or mandatory supervision. In addition to the written notification services, a toll-free hotline, an after-hours call center, and a public portal are also provided by the VSD.

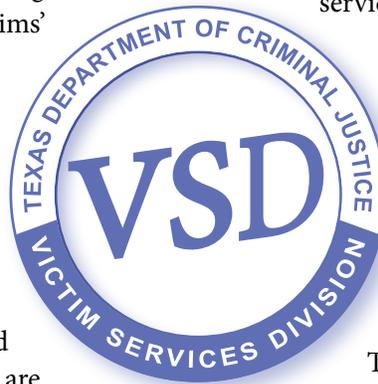
The Victim Offender Mediation Dialogue (VOMD) program was formed within the section in 1993 after a crime victim requested this service. In 2001, the 77th Legislature passed legislation providing victims of violent crime the right to request victim offender mediation dialogue through this program.

The Texas Crime Victim Clearinghouse (TxCVC) was transferred from the Office of the Governor to the Victim Services Section in 1996. The TxCVC serves as a central source of information for crime victims, victim advocates and criminal justice professionals, and is tasked by legislative mandates regarding the Victim Impact Statement (VIS) and other services. The TxCVC also provides execution accompaniment, victim impact panel and training services.

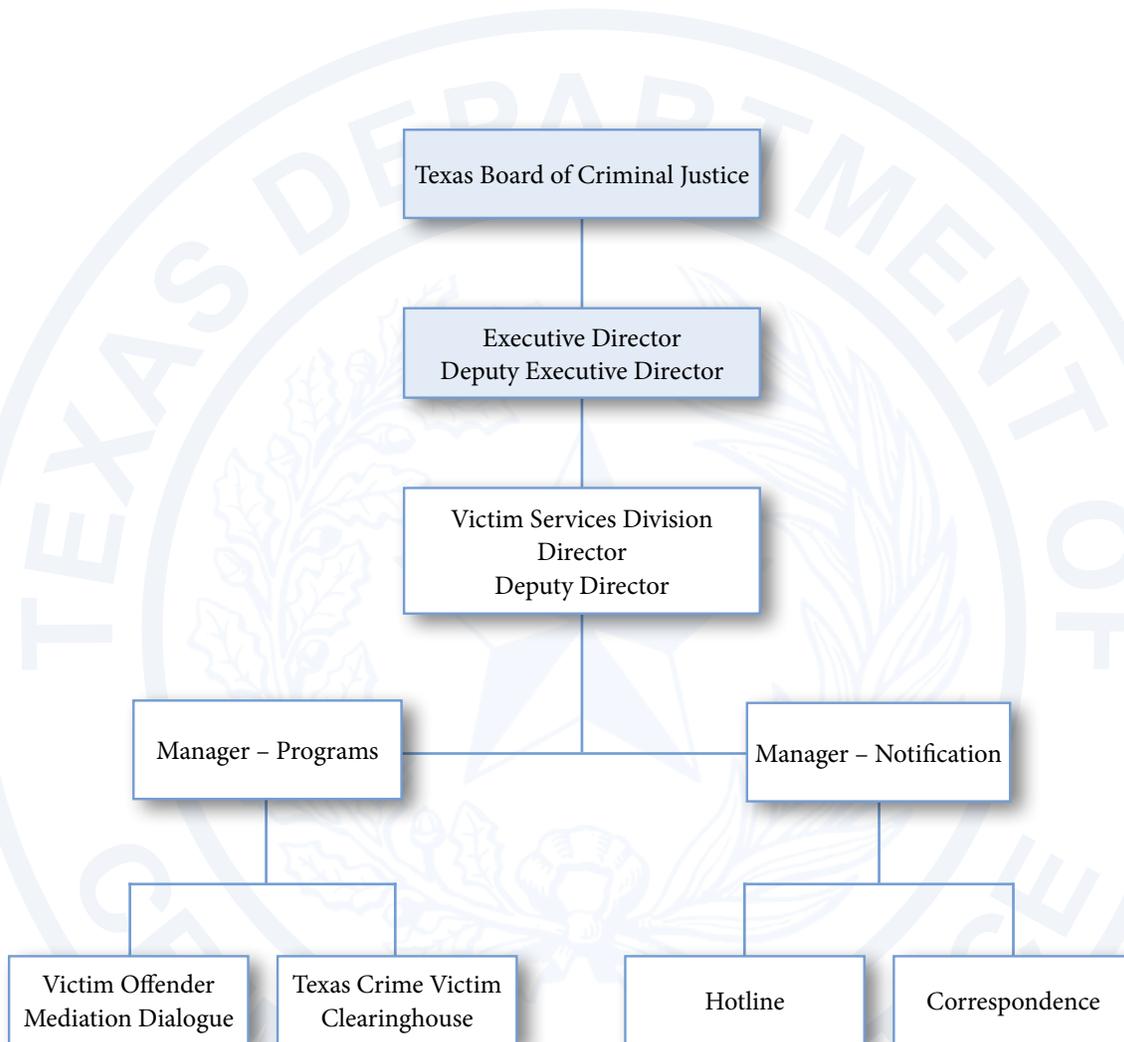
In November 1997, the Victim Services Section was elevated to division status, allowing the new division to more efficiently provide services.

As of August 31, 2019, the VSD consisted of 42 full-time positions.

The VSD continues to support the mission of the TDCJ to provide public safety, promote positive change in offender behavior, reintegrate offenders into society, and assist victims of crime.



Organizational Chart



Summary of Services

Integrated Victim Services System (IVSS) that allows the VSD to communicate information to IVSS registrants, including automated and manually generated notifications by letter, email, text message, phone call or any combination of their choosing

IVSS public portal that provides 24/7 access to information and resources and the ability to update contact information and notification preferences on any device with Internet capabilities

Text messages are now available to all IVSS registrants regarding all available notifications

Toll-free hotline (800-848-4284) VSD representatives are available Monday through Friday 8:00 am to 5:00 pm CST, to provide offender information and referrals

An after-hours call center allows IVSS registrants and concerned citizens to obtain limited offender information during non-business hours of Monday through Friday after 5:00 pm, weekends and holidays from a live operator

Automated telephone call notifying an IVSS registrant that the offender is being released to parole/mandatory supervision or discharge

Processing Victim Impact Statements (VISs), protest letters and other information submitted by crime victims, surviving family members, witnesses who testified at trial and concerned citizens for review by the Texas Board of Pardons and Paroles (BPP)

Processing Subsequent Indictment/Offense or Finding of a Deadly Weapon notifications from county and district attorneys who indict previous offenders on certain felony cases

Assistance for crime victims who request a meeting with the BPP regarding an offender's parole review

Provide the BPP with new information from crime victims requesting that the BPP reconsider their favorable vote to release an offender or consider imposing special conditions on an offender's supervision

Explanation of offender's status to include parole and mandatory supervision procedures

Assistance for crime victims who request a current photo of the offender responsible for their victimization

Assistance for crime victims who request that the offender be prohibited from contacting them as well as assistance for crime victims who report unauthorized or prohibited contact by the offender responsible for their victimization

Assistance for crime victims who report an offender may have violated TDCJ policy or state law

Facilitation of the mediation dialogue process for crime victims who request a mediation dialogue with the offenders responsible for their victimization

Revision and distribution of the VIS form after each legislative session

Collection and reporting of VIS statistics from Texas counties

Development of recommended VIS processing procedures

Development of Crime Victim Assistance Standards for law enforcement and prosecutors

Training provided in workshops, webinars and online for criminal justice professionals and victim advocates regarding crime victims' rights, victim sensitivity and the VIS

Maintain the Texas Victim Assistance Training (TVAT) Online and host the TVAT Academy foundational victim services trainings

Assistance in preparing crime victims witnessing an execution, along with support during and after the execution for the witnesses and their support persons

Online Texas Victim Resource Directory that provides information about available resources throughout Texas

Production and distribution of quarterly online newsletter regarding new and innovative victim services

Production and distribution of publications regarding crime victims' rights and TDCJ VSD services

Information and referral for restitution and crime victim compensation inquiries

Statutory Mandates

The Texas Constitution

Art. 1. Section 30

Texas Code of Criminal Procedure

Art. 2.023

Art. 42.09(8)(a)(4)

Art. 42.21

Art. 42.24

Art. 56.01

Art. 56.02 (a)(6)

Art. 56.02(a)(7)

Art. 56.02(a)(11)

Art. 56.02(a)(12)

Art. 56.03

Art. 56.04 (d-1)

Art. 56.05

Art. 56.08(c)(2)

Art. 56.11

Art. 56.12

Art. 56.13

Art. 56.14

Art. 56.15

Art. 56.32(a)(9)(J)

Texas Government Code

Section 493.0251

Section 498.0042

Section 508.117

Section 508.153

Section 508.1531

Section 508.190

Section 508.191

Section 508.313

Section 508.324

Section 552.1325

Texas Civil Practice and Remedies Code

Section 154.023 (c)

Texas Family Code

Section 85.025 (c)

Texas Penal Code

Section 38.111

Texas Health and Safety Code

Section 841.022(2)(A)

Texas Administrative Code

37 Texas Administrative Code § 152.51

Fiscal Year 2019 Highlights

New Integrated Victim Services System

The VSD has fully implemented the Integrated Victim Services System (IVSS) which replaced the Victim Notification System and the Victim Information and Notification Everyday systems. IVSS allows the VSD to communicate notification information to registrants by letter, email, text message, phone calls or any combination of their choosing.

In addition, crime victims are now able to access their information through the IVSS portal on any device with Internet capabilities. Registrants may create a portal account, register for their offender(s), update their contact information and notification preferences, view previous notifications and access resources and referrals. The TxCVC and VOMD programs are also automated with streamlined processes through IVSS, enabling VSD to provide enhanced services and communication with crime victims, criminal justice professionals, and victim advocates.

Revision of the Victim Assistance Resource Directory

Now called the Texas Victim Resource Directory (Directory), the new platform allows users to not only search by an organization's current location, but also by a number of other factors including the type of crime victims served by an organization and the services they provide. The new Directory also allows users to search on multiple criteria for specific results or to search broadly for resources in a particular geographic area. The Directory can be accessed from any device with Internet capabilities and is mobile-friendly.

IVSS portal registrants may also save resources to their dashboard, allowing easy access to contact information for the organizations they may be working with.

Finally, the Directory portal allows listed agencies to update information in the Directory, request to be added to the Directory and to generate annual reminders to verify contact information.

Texas Victim Assistance Training Academy

During the 2019 fiscal year, the TxCVC hosted its third and fourth, three-and-a-half day, in-person TVAT Academy. The curriculum followed victims' experiences through the criminal justice system. The focus of the training was on foundational skills such as knowledge of the victims' experience, needs, and rights from the moment of victimization through the investigation and pre-trial, prosecution and trial, and the post-conviction phases. Additional topics included ethics, crime victims' rights, influence of cultural factors, and resiliency.

Wellness Initiative Now

As part of a Victims of Crime Act (VOCA) discretionary grant awarded by the Governor's Office Criminal Justice Division, the VSD was able to facilitate 6 resiliency and wellness trainings provided by the Warrior's Rest Foundation between June and August of 2019.

These trainings were provided to 31 staff from the Office of the Inspector General, 57 parole staff, 84 wardens, 99 assistant wardens, and 385 other Correctional Institutions Division staff with a total of 656 individuals trained. The training covered the signs, symptoms and negative effects of stress and trauma.

Additional topics included suicide awareness and intervention, impact of line of duty deaths, and identifying and discussing techniques for staying resilient and healthy. Attendee evaluations indicated an overwhelming appreciation for the training.

Fiscal Year 2019 Highlights

New Integrated Victim Services System

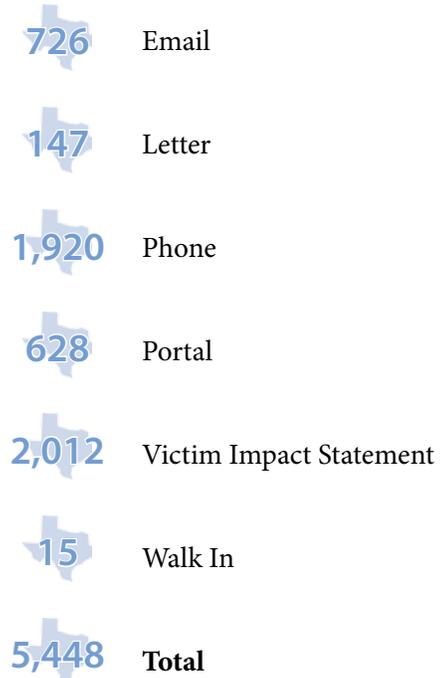
Victims, surviving family members, concerned citizens, and criminal justice professionals can register through IVSS for notifications and services by email, letter, phone calls, and text. During FY 2019, 5,448 new registrants were added.

The statistics to the right and the line chart below show the new registrants in FY 2019 by registration method.

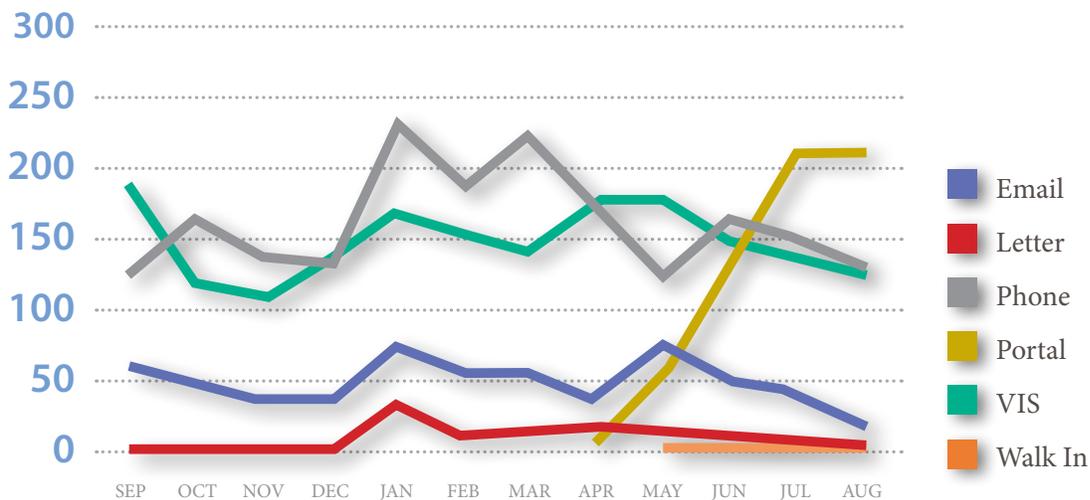
The VSD began public presentations about the IVSS portal in April, and announcements to registrants were sent beginning in June.

After these efforts and changes to the division website, registrations by portal quickly became the most popular registration method.

For the period of October to March – prior to the portal launch – VSD added an average of 431 registrants per month. During April through August – after the portal announcements – VSD added an average of 486 registrants per month, a twelve percent increase.



FY 2019 New Registrants by Method



Fiscal Year 2019 Highlights



New Integrated Victims Services System

VSD is now able to collect and analyze data in a more efficient manner, thanks to IVSS. This information is helpful for VSD to determine what kinds of victims are registering and, when combined with intake data, indicates which victims VSD may be missing. This information can be used to identify gaps in service and formulate new, proactive outreach efforts to contact those victims.

New Registrants by Relationship

The table below shows how each registrant is related to the offender(s) or offense they are being notified on. This is important information for staff when working with the registrants and is also used by the Board when the registrant has requested a board meeting. Offender family members who are not victims of the offender do not receive notifications. The relationship type is available for data collection purposes only.

New Registrations by Relationship:

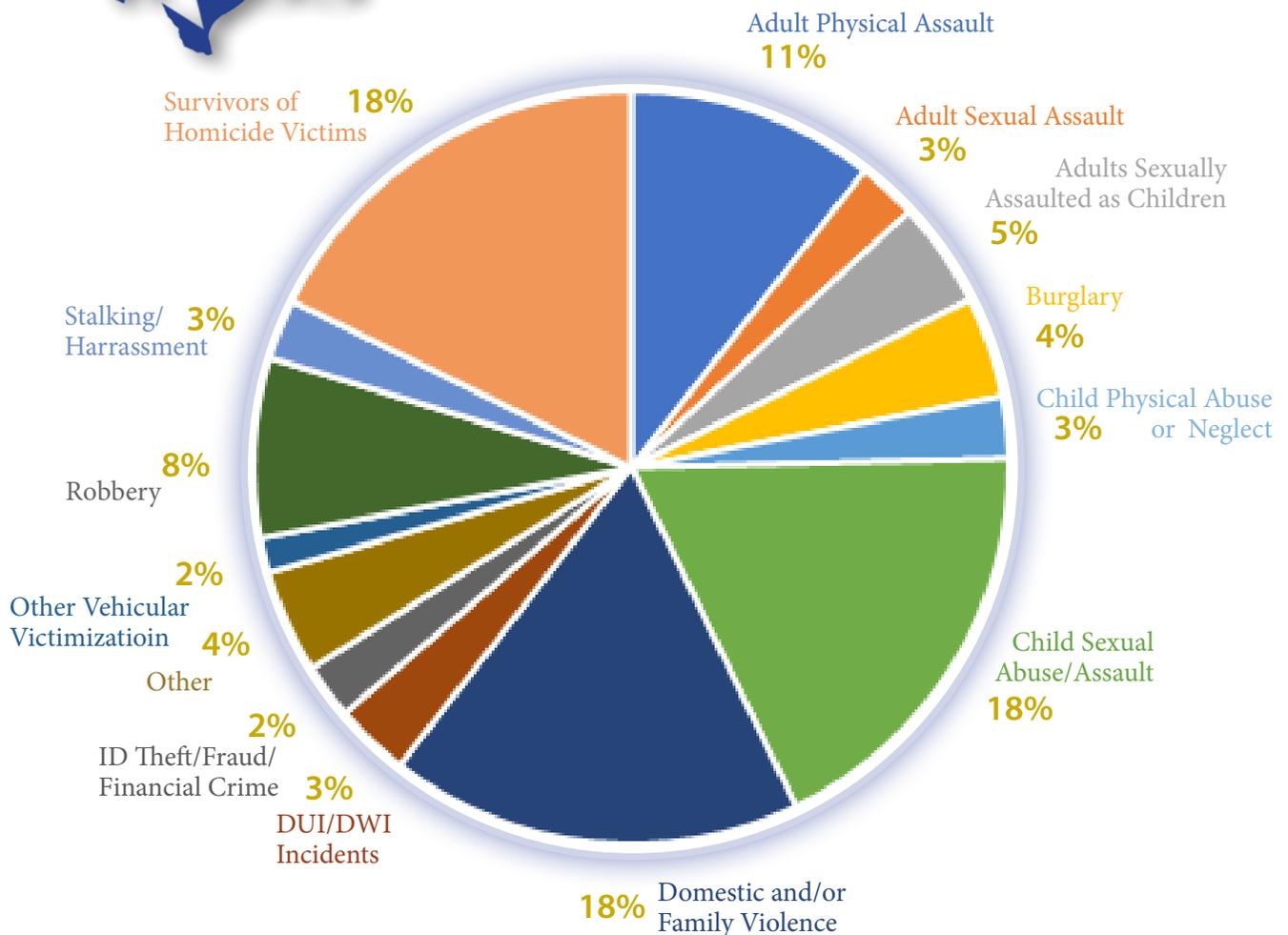
Actual Victim of the Crime	1,897	Next of Kin/Close Relative of Deceased	24
Victim of the Previous Offense	121	Victim - Prior Offense	
Victim of the Offense - Not Prosecuted	382	Offender Family - Not a Victim*	254
Company/Corporation/Agency	11	Parent of Now Adult Victim	129
Concerned Citizen	874	Victim Advocate	128
Criminal Justice Professional	161	Witness	14
Legal Guardian	292	Witness Close Relative	16
Legal Guardian - Previous Offense	33	Total	5,448
Next of Kin/Close Relative of Deceased Victim	812		

Fiscal Year 2019 Highlights

New Registrants by Crime Type

The chart below shows the type of victimization for newly registered victims in FY 2019. The crime types are tracked by individual registrant and may not directly reflect the offense of conviction. For example, the registrant may be a victim of sexual assault, but the offender pleaded guilty to the lesser offense of burglary of a habitation. Not all registrants are victims and nonvictim registrants will not have a crime type. Some victims may have more than one crime type. The most common crime types for registrants added in FY2019 are: Survivors of Homicide Victims, 826; Child Sexual Abuse/Assault, 848; and Domestic and/or Family Violence, 824.

Crime types categorized as, "Other," for the purposes of this chart, include Arson, Elder Physical Abuse or Neglect, Elder Sexual Abuse/Assault, Hate/Bias Crime, Human Trafficking: Labor, Human Trafficking: Sex, Kidnapping Custodial, Kidnapping Non-Custodial, Unknown, and Violation of a Court Order. Taken individually, these crime types make up less than one percent of the total.



Notification Section

The VSD Victim Notification Section uses a confidential database (IVSS) to provide registered individuals with notifications regarding the status of an offender. IVSS registrants can elect to receive notifications by letter, email, text message, phone call or any combination of their choosing. With the addition of IVSS, the VSD has the capability to send text messages on all of our notification events and to all registrants based on their notification preferences. Previously, text messages were available only to statutory victims for warrant actions on paroled offenders.

The system provides notifications regarding several phases of an offender's incarceration and supervision, including the parole review process. Each case is unique and notifications are driven by the status of the offender.

Crime victims, surviving family members, witnesses who testified at trial and concerned citizens are eligible to register on IVSS. Registrants are added to the system upon their request. This request is either submitted by: a victim's completed VIS, the registrant contacting the VSD directly, or the IVSS Public Portal.

In addition, IVSS provides automated telephone calls notifying registrants that the offender is being released to parole/mandatory supervision or discharge.

The VSD also provides an after-hours call center allowing IVSS registrants to obtain limited offender information from a live operator during non-business hours of Monday through Friday after 5:00 pm and on weekends and holidays.

The VSD notification staff process VISs received. If requested on the VIS, the victim is registered on IVSS. Victims may also request on the VIS that they want the offender to be prohibited from contacting them while the offender is incarcerated. The VSD notification staff will forward this request to TDCJ CID, who will add the victim to the offender's negative mailing list. A victim may also contact the VSD to request to be placed on an offender's negative mailing list. All VISs received are processed for review by the BPP.

The VSD notification dedicated hotline staff are available Monday through Friday from 8:00 a.m. to 5:00 p.m. on the toll-free hotline (800-848-4284) to assist with inquiries regarding an offender's status (location, parole eligibility, the parole review process), victims' rights, referrals and other services offered by the VSD.

The VSD notification analysts assist victims during the parole review process and provide certain notifications. This includes notifying and assisting victims who wish to submit protest information when an offender is being reviewed for Medically Recommended Intensive Supervision or if the BPP is considering withdrawing special conditions, such as the Super Intensive Supervision Program.

IVSS registrants added in FY 2019



Notification Section

NOTIFICATIONS



FY 2019

59,791	Notifications by Letter
42,290	Notifications by Email
15,071	Notifications by Text

IVSS notifications are automatically generated when an action for an offender is recorded on the TDCJ Mainframe system or in the Offender Information Management System (OIMS). For example:

- an offender is placed in the parole review process;
- an offender’s parole review process is complete and he/she has received a tentative favorable action (vote) for release;
- an offender’s parole review process is complete and release to parole/mandatory supervision was denied;

- an offender’s release certificate is issued for release to parole/mandatory supervision;
- an offender is released to the custody of a law enforcement agency on bench warrant;
- an offender has returned to TDCJ custody from bench warrant.
- an offender has been issued a pre-revocation warrant
- an offender has been arrested on a pre-revocation warrant
- an offender’s warrant has been withdrawn

Notification analysts produce notifications in situations where the event cannot be linked to an action recorded on the TDCJ Mainframe or in OIMS or the notification is deemed urgent. When they are deemed urgent, telephone and email notifications precede the manually created notification. For example:

- an offender escapes from TDCJ CID custody;
- an escapee is captured;
- the VSD staff has forwarded new information from crime victims requesting that the BPP reconsider their favorable vote to release an offender to supervision and a decision has been made;

- the VSD staff has forwarded new information from crime victims requesting that the BPP consider imposing special conditions on an offender’s supervision and a decision has been made;
- an offender dies while incarcerated or on parole/mandatory supervision.

Notification Section

 **32,585**
Release notifications were sent in FY 2019

IVSS registrants receive notification when an offender is released from TDCJ custody, either to parole/mandatory supervision or when an offender directly discharges his/her sentence. Registrants may receive a series of release notifications depending on the status of the offender.

 **2,178**
Release notifications included a notice of the electronic monitoring condition

The BPP can impose an electronic monitoring condition as part of an offender's parole/mandatory supervision. If this condition is imposed, IVSS registrants receive notice of the condition.

 **1,084**
Released on bench warrant* notifications were sent in FY 2019

When an offender is released to the custody of a peace officer under a writ of attachment or on bench warrant, IVSS registrants receive a notification including the date of release on bench warrant and name of county or state receiving the defendant into custody. This also includes federal and out-of-state bench warrants.

 **731**
Returned from bench warrant* notifications were sent in FY 2019

IVSS registrants receive a notification when an offender is returned from bench warrant to the custody of TDCJ. This also includes federal and out-of-state bench warrants.

 **39**
Subsequent Indictment Notifications were sent in FY 2019

IVSS registrants received a notification when an offender who was previously convicted of an offense listed in Texas Code of Criminal Procedures art. 42A.054(a) or for which the judgment contains an affirmative finding under art. 42A.054(c) or (d) is subsequently indicted on a similar offense.

 **33**
OIG Referrals

When an offender has threatened bodily harm or is making unauthorized contact with a victim, an analyst will refer the information to the Office of Inspector General (OIG) to assign to an investigating officer and suggest disciplinary action or prosecution when necessary.

* An offender may be released to the custody of a peace officer one fiscal year, but not returned to TDCJ until a later fiscal year.

Notification Section

COLLABORATION WITH THE TEXAS BOARD OF PARDONS AND PAROLES

The VSD collaborates with the BPP by:

- processing VISs, protest letters and other information submitted on behalf of crime victims to the BPP;
- notifying the BPP of crime victims who are requesting a meeting with a board member or parole commissioner;
- providing information and explanation of parole and mandatory supervision procedures to crime victims;
- providing accompaniment services, upon request, to in-person meetings with the BPP;
- providing the BPP with new information from crime victims requesting that the BPP reconsider their favorable vote to release an offender or consider imposing special conditions on an offender's supervision;
- notifying crime victims of the BPP's decision regarding their requests for special conditions; and
- working closely with the BPP's Victim Liaison to assist crime victims and provide direct services including assistance with interviews with the BPP and board meeting accompaniment during the parole review process.



Transmittals were processed for the BPP's review in FY 2019



Crime victims/concerned citizens were provided support and accompaniment by VSD staff during meetings with the BPP

Notification Section

COLLABORATION WITH THE TEXAS BOARD OF PARDONS AND PAROLES

 103
MRIS notifications were made in FY 2019

Medically Recommended Intensive Supervision (MRIS) allows for the early parole review and release of certain categories of offenders. All MRIS applicants are carefully screened by the TDCJ Texas Correctional Office on Offenders with Medical or Mental Impairments and, prior to MRIS approval, the parole panel must determine that the offender is no longer a threat to public safety and poses no risk of committing future offenses due to his or her medical and/or psychiatric condition.

The VSD staff assist crime victims in submitting information for the BPP to consider during the offender's review.

 780
SISP Withdrawal Consideration notifications were made in FY 2019

The Super Intensive Supervision Program (SISP) is the highest level of supervision provided by the TDCJ Parole Division. The SISP offender is monitored with Global Positioning System technology, which allows for the tracking of the offender's movement throughout the community.

The offender is required to comply with 24 hour daily schedules, which must be pre-approved in writing by their parole officer. In the event the Parole Division determines the offender is suitable for withdrawal of the condition, the information is forwarded to the BPP for consideration. The offender remains on SISP until the BPP withdraws the condition or the offender discharges the sentence.

The VSD notifies IVSS registrants if the BPP is considering the withdrawal of the SISP condition imposed on the parolee's supervision. The VSD also notifies registrants when the condition is withdrawn or continued.



FY 2019

306	SISP Continued
450	SISP Withdrawn

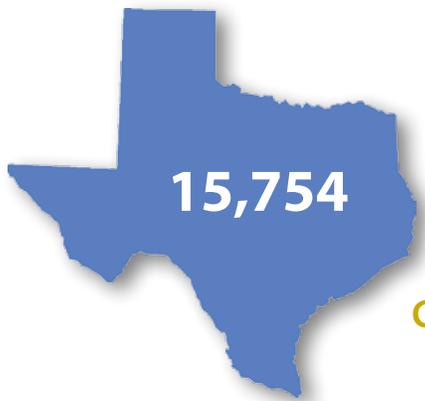
Notification Section

CORRESPONDENCE RECEIVED

VSD staff receives and processes VISs, protest letters and other information submitted by crime victims and concerned citizens for the BPP to consider during an offender's parole review. In addition, VSD staff receives other inquiries regarding the VSD programs and services.

VSD processes received unsolicited letters from offenders incarcerated in TDCJ Correctional Institutions Division expressing apologies to the victims of their crimes. To reduce the likelihood of possible re-victimization, the VSD staff screen

the letter and first determine whether applicable contact rules, laws, or court orders prohibit the offender from contacting the victim, then processes appropriate apology letters according to the established division procedures. If an apology letter is screened and approved for further processing, the VSD will attempt to contact the victim to inform them of the letter, and offer them the choice of receiving the letter.



Correspondence received in FY 2019

- 12,400** Protest or other information submitted for the BPP to consider during an offender's parole review or other correspondence relating to VSD services was received and processed
- 3,307** VISs were received and processed for the BPP to consider during an offender's parole review
- 2,581** Correspondence relating to VSD services was received and processed
- 47** Apology letters from offenders were processed and placed into the Apology Bank

Notification Section

TELEPHONE SERVICES

10,360

Total hotline calls received in
FY 2019

Toll-free Hotline:

The VSD notification hotline staff are available Monday through Friday from 8:00 a.m. to 5:00 p.m. through the toll-free hotline to provide offender status information and to assist crime victims, surviving family members, and concerned citizens. VSD staff can add registrants to the IVSS for notifications, inform crime victims of their rights, provide public information, explain parole/mandatory supervision procedures and provide appropriate referrals.

The VSD strives to respond to callers quickly and efficiently. In FY 2019, the VSD Hotline maintained a grade-of-service rate of 98.5 percent, which means that 98.5 percent of calls were answered by hotline representatives within one minute. Only 1.1 percent of calls were abandoned by the caller.

1,031

Phone call notifications made by
VSD staff

After-hours Call Center:

During non-business hours of Monday through Friday after 5:00 pm, weekends and holidays, IVSS registrants can obtain limited offender information from a live operator.

2,238

Telephone calls received by the
after-hours call center in FY 2019

Notifications by Phone:

Some emergency or sensitive notifications are made by personal calls from VSD staff. This figure includes 1,911 pre-release notifications that were made during the months of September 2018 to April 2019 prior to the launch of our new robo-call system. The remaining 327 notifications made by phone include notifications of offender death while incarcerated or on parole and notifications related to execution events, such as clemency requests and stays. Though there were no notifications for escape or recapture made during the fiscal year, those would be counted in this section as well.

7,672

Automated calls on release
notifications were sent in FY 2019

Robo Calls on Release Notifications:

IVSS registrants can receive automated call out notifications on releases to parole/mandatory supervision and discharge. The robo call service began in April 2019.

Subsequent Indictment Notifications

House Bill 104 Notifications

House Bill 104 (85th Legislature, Regular Session) created a victim notification which requires collaboration between the TDCJ VSD and Texas district attorneys' offices. During FY 2019 the TDCJ VSD received Subsequent Indictment notifications from district attorneys in 144 counties pertaining to the new indictments of 350 relevant offenders. The VSD searched our confidential database for registered victims of these offenders. The TDCJ VSD then sent a notification when contact information was available for each registered victim, guardian of a victim, or close relative of a deceased victim of

an offense described by the Texas Code of Criminal Procedure art. 2.023(a), for which the defendant was previously convicted of an offense listed in art. 42A.054(a) or for which the judgment contains an affirmative finding under art. 42A.054(c) or (d).

Below is a table stating the number of eligible subsequent indictments, victims identified for those offenders, and the number of victims notified. The discrepancy between victims identified and notified is largely due to outdated contact information.

Subsequent Indictment Notifications September 1, 2018 to August 31, 2019

429 Eligible HB 104 Subsequent Indictments

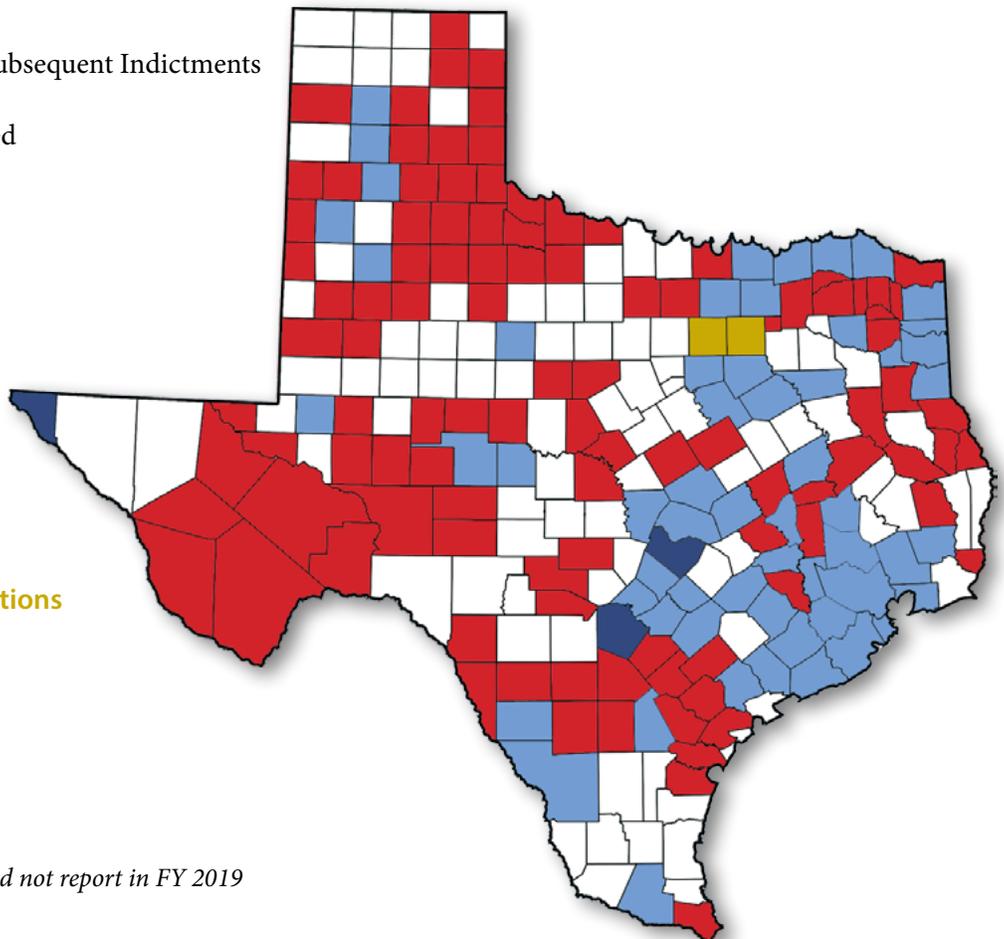
135 Victims Identified

70 Victims Notified

House Bill 104 Notifications Submitted by County

- 51+
- 26-50
- 1-25
- 0
- NR

NR denotes counties that did not report in FY 2019



Programs Section

VOMD

Victim Offender Mediation Dialogue provides victims and surviving family members of violent crime an opportunity to initiate a meeting with the offender responsible for their victimization.



TxCVC

The Texas Crime Victim Clearinghouse serves as a central source of information for crime victims, criminal justice professionals and victim services professionals. The TxCVC is mandated to revise the VIS after every legislative session, collect VIS statistics from each district and county attorney's office, and develop VIS recommended processing procedures and crime victim assistance standards. In addition, the TxCVC provides training for criminal justice and victim services professionals as well as direct services to crime victims, including execution support and accompaniment.



Programs Section

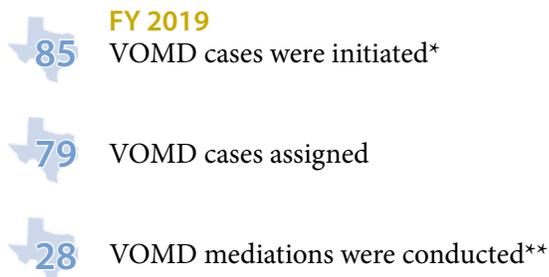
VICTIM OFFENDER MEDIATION DIALOGUE

The VOMD program provides an opportunity for victims or surviving family members of violent crime as defined by Texas Code of Criminal Procedure art. 56.01 to initiate an in-person meeting with the offender responsible for their victimization. Some common reasons that victims request VOMD include: wanting to convey the impact of the crime to the offender, regain control over their victimization, to ask questions that only the offender can answer, to determine if the offender is remorseful and to possibly offer forgiveness.

VOMD cases can be initiated by crime victims or surviving family members of violent crime. The offender must be incarcerated or on parole/mandatory supervision to participate in the program. The VOMD is completely voluntary for both the victim and offender. If the offender agrees

to participate, they must take responsibility for the crime of record. VOMD provides victims of violent crime the opportunity to have a structured meeting in a safe and secure environment.

Once assigned to a mediator the VOMD case process can take from four to six months or longer depending on the readiness of the victim and offender. The VOMD program can be a very sensitive and highly emotional process. The mediator assigned to the case will work closely with the crime victim to identify individual support systems and support services. The mediator assigned the VOMD case will meet with the crime victim and offender separately during the preparation phase. The preparation phase is crucial in clarifying personal goals, processing emotions, and lessening the chance of revictimization.



* Victims of violent crime can initiate a VOMD case by contacting the VSD. Some VOMD cases are initiated in one fiscal year, but are not conducted until a later fiscal year.

** This includes 20 person-to-person mediations and 8 creative alternative mediations.

Programs Section

VICTIM OFFENDER MEDIATION DIALOGUE

This program is not intended to have any bearing on the participating offender’s status in the judicial, appellate, or corrections system. The mediation is scheduled when the participants and the mediator agree that they are ready to meet in person. In order to ensure safety for participants and their sensitive information, all VOMD case information is confidential. Mediations are conducted at the facility where the offender is incarcerated or at the offender’s parole office. Crime victims have expressed a sense of taking back control once they meet directly with the offender.

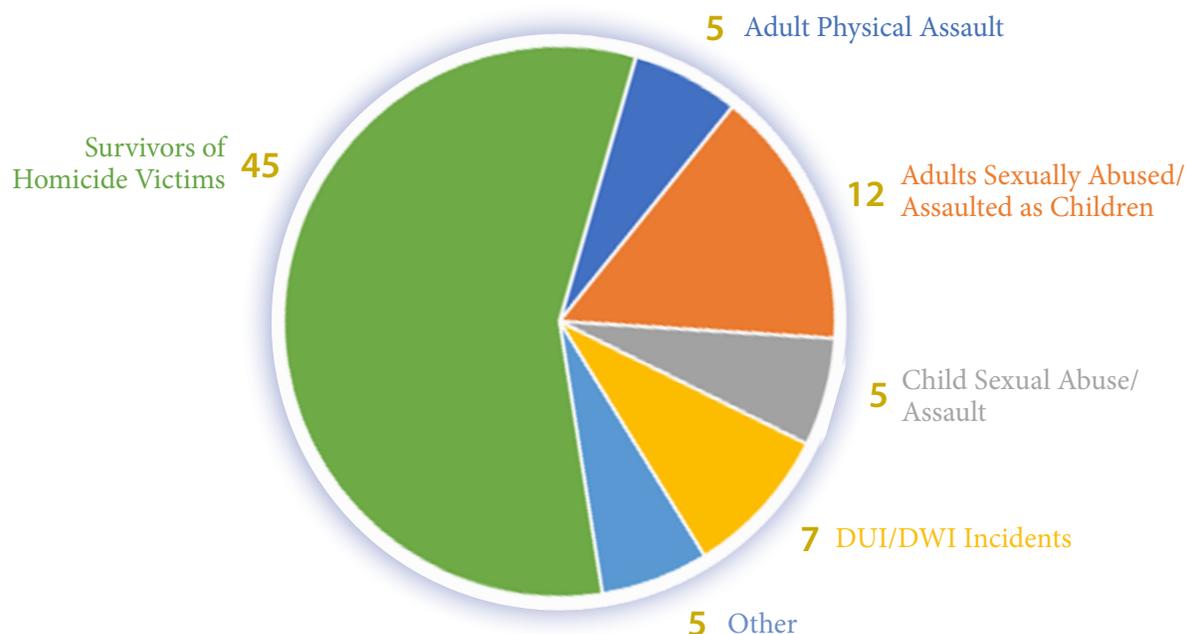
During the mediation process, cases may close for various reasons. Of the 79 cases assigned in Fiscal Year 2019, 18 closed due to lost contact with the victim, 10 were closed due to offender withdrawal

and 6 were closed due to victim withdrawal. Often, a victim may choose to withdraw during the process due to personal reasons or having a sense of regaining control simply by participating in the preparation process.

A Creative Alternative mediation is offered to victims who do not wish to meet with an offender face to face, but wish to express to the offender the impact the crime has had on them or wanting to ask questions of the offender and receive answers. Creative Alternatives typically include a letter written by the victim. Based on the victims’ goals, the offender may write a letter back to the victim to answer questions. Both the victim and offender must agree to participate in the creative alternative process.

Crime Types of VOMD Participants for FY 2019

This chart displays how VOMD participants were related to the offender or offense for all cases assigned in FY 2019. For the purposes of this chart, cases categorized as “Other” include Adult Sexual Assault, Child Physical Abuse or Neglect, Kidnapping (Non-Custodial), Other Vehicular Victimization, and Robbery. There was one case assigned with participants from each of these categories during the fiscal year.



Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE



The TxCVC serves as a central source of information for crime victims, criminal justice professionals and victim service providers.

The TxCVC provides informational brochures, publications and a quarterly e-newsletter, The Victim's Informer, all of which are available online.

In addition, the TxCVC provides an online Directory that categorizes resources by Texas geographic location, services provided, and crime types served.

The TxCVC is mandated to revise the VIS after every legislative session, collect VIS statistics from each district and county attorney's office, develop VIS recommended processing procedures and develop crime victim assistance standards.

The TxCVC provides in-person trainings and webinars to victims, victim services professionals and criminal justice professionals.

The TxCVC also maintains the TVAT Online, a web-based statewide foundational victim assistance training focused on victim-centered service delivery and professional development.

A three-and-a-half day, in-person, foundational TVAT Academy is hosted by the TxCVC. The Academy curriculum follows the victims' experience through the criminal justice system which provides for accurate assessment of victims' needs, victim services provider awareness of multidisciplinary teamwork, and seamless service delivery from all victim services providers.

In addition, the TxCVC staff provide direct services to crime victims. The TxCVC Regional Victim Services Coordinators are strategically placed in regions throughout Texas and assist crime victims with VISs, crime victims' compensation and notification services.

The TxCVC staff also provide accompaniment services to crime victims participating in the criminal justice system. This includes execution support and accompaniment.

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

Informational Resources Provided by the TxCVC

Your Rights, Your Voice, Your Participation: provides information on TDCJ VSD programs and services

Texas Crime Victims' Rights: lists the definition of a crime victim as defined by the Texas Code of Criminal Procedure art. 56.01 and crime victims' rights as provided by the Texas Code of Criminal Procedure arts. 56.02 -.021

Do You Know Your Additional Rights?: provides a summary of additional crime victims' rights

It's Your Voice: provides information on the VIS and how it is used in the criminal justice system

Texas Crime Victim Clearinghouse: provides information about the TxCVC and its services

Victim Offender Mediation Dialogue Program: provides information about the VOMD program and its services

VIS Recommended Processing Procedures: provides recommended processing procedures to ensure the VIS is forwarded to the entity that will be supervising the offender

Crime Victim Assistance Standards: a publication to aid law enforcement officers and attorneys representing the state of Texas in performing duties imposed by the Texas Code of Criminal Procedure Title 1. Chapter 56. Rights of Crime Victims (available online only)

Victims' Rights and Services for TDCJ Staff: provides information on crime victims' rights and services available to TDCJ staff members who have been victimized while on duty

 183 VSD brochure orders fulfilled

The Victim's Informer: a quarterly e-newsletter aimed at providing information on new and innovative services for victims and victim services professionals

Texas Victim Assistance Training Online: provides information on the online statewide victim assistance training focused on victim-centered service delivery and professional development

Texas Victim Resource Directory

The Texas Victim Resource Directory, available through the IVSS portal, provides national, state and local resources for crime victims, victim service providers, and criminal justice professionals.

A wide array of resources can be searched by crime type, by type of service, by city or county, and by the name of an organization.

The resource directory can also be searched using a visible map of Texas counties.

Over 1,100 agencies are included in the resource directory

-  733 Local systems-based agencies
-  8 Statewide systems-based agencies
-  382 Local Non-profit community-based agencies
-  26 Statewide Non-profit community-based agencies

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

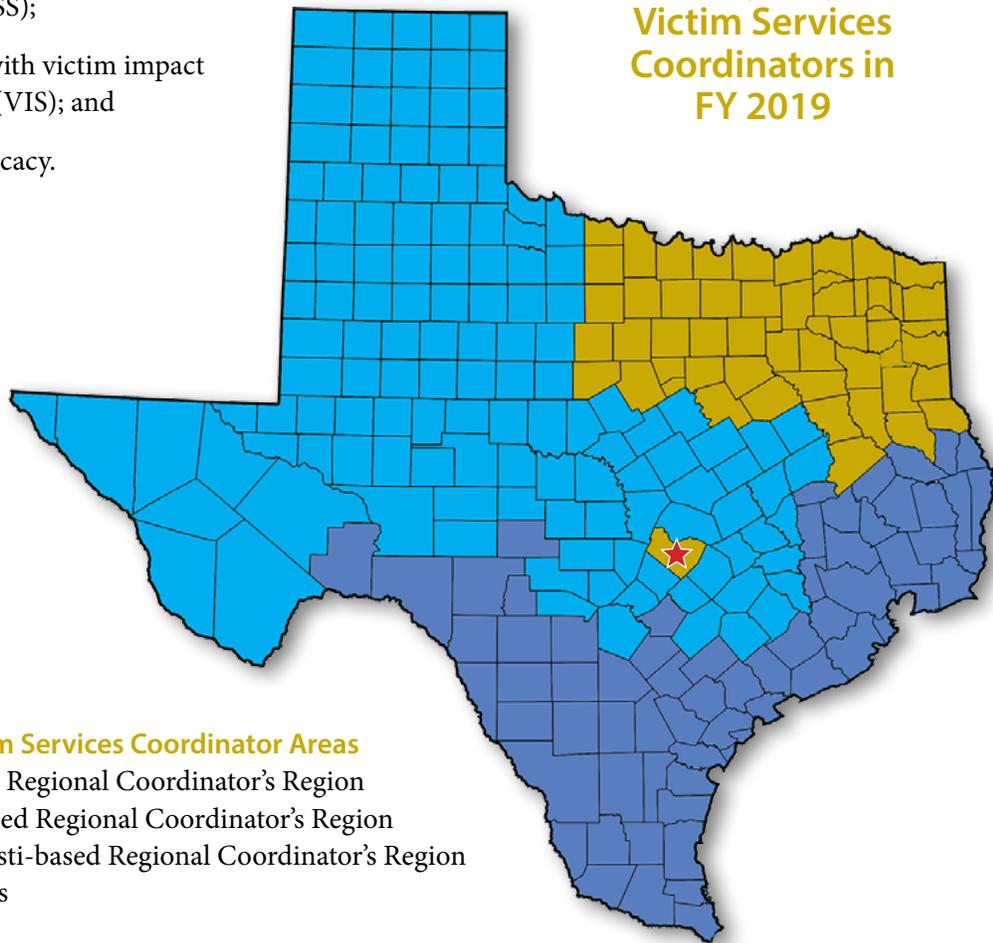
Regional Victim Services Coordinators

The TxCVC strategically placed Regional Victim Services Coordinators provide direct services to crime victims and training to criminal justice and victim services professionals within their respective region. Training topics include the VIS, services offered by the VSD, and post-conviction crime victims' rights. The services provided to victims include, but are not limited to:

- assistance with crime victims' compensation;
- criminal justice and law enforcement accompaniment;
- assistance with Integrated Victim Services System (VISS);
- assistance with victim impact statements (VIS); and
- victim advocacy.



2,117
New victims were served by Regional Victim Services Coordinators in FY 2019



Regional Victim Services Coordinator Areas

- Dallas-based Regional Coordinator's Region
- Lubbock-based Regional Coordinator's Region
- Corpus Christi-based Regional Coordinator's Region
- ★ Headquarters

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

Training Initiatives

The TxCVC provides training to victims and victim service and criminal justice professionals through in-person trainings, online trainings, and webinars. Training topics in FY 2019 included:

- Domestic Violence and Community Outreach
- Grief and the Holidays
- Providing Sensitive Service to Victims, a Hotline Operator's Perspective
- TDCJ Reentry and Integration Division
- Comparing Adult and Juvenile Probation
- Human Trafficking
- Sexual Assault Victims' Statutes and Rights
- Texas Interstate Compact
- Implementing a Tree of Angels
- Regional Victim Services Coordinators
- Introduction to Integrated Victim Services System (IVSS)
- Campus Sexual Assault Awareness and Prevention

 1,565 Training attendees in FY 2019

Texas Victim Assistance Training Online

The TVAT Online is a web-based statewide foundational victim assistance training focused on victim-centered service delivery and professional development that complements other victim services initiatives and enables new advocates to acquire baseline professional skills and competence.

The training is broken down into four distinct modules:

- Ethics
- Crime Victims' Rights
- Role of the Victim Services Professional
- Safety Planning

The training is available free of charge and students can access TVAT Online at any Internet-accessible location. The TVAT Online is designed to be taken as the student's schedule permits. Students may log into and out of the training to review the modules at their convenience.

The TVAT Online provides access to a comprehensive training to individuals who may not have been able to attend training due to lack of funding or time constraints.

The TxCVC has made enhancements to TVAT Online to encourage more student engagement throughout the course. The training guides a new victim services professional through the process of serving victims effectively. Many agencies use TVAT Online in their new employee training and orientation process. The training also provides an opportunity for seasoned victim services professionals to refresh their skills and learn about legislative changes. TxCVC, in collaboration with key stakeholders, developed the TVAT Online.

 518 Students completed the TVAT Online coursework in FY 2019

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE



TVAT Academies in September 2018 and June 2019 had 43 and 49 attendees, respectively, from the following counties:

- | | |
|-----------|------------|
| Anderson | McLennan |
| Bell | Nueces |
| Bexar | Polk |
| Bosque | Potter |
| Bowie | Reeves |
| Brown | Robertson |
| Cass | Rockwall |
| Collin | Smith |
| Comal | Tarrant |
| Dallas | Tom Green |
| Denton | Travis |
| El Paso | Upshur |
| Ellis | Uvalde |
| Erath | Van Zandt |
| Galveston | Williamson |
| Gonzales | |
| Harris | |
| Hidalgo | |
| Hill | |
| Hood | |
| Johnson | |
| Kerr | |

“ This was so incredibly helpful as a new victim assistance provider.

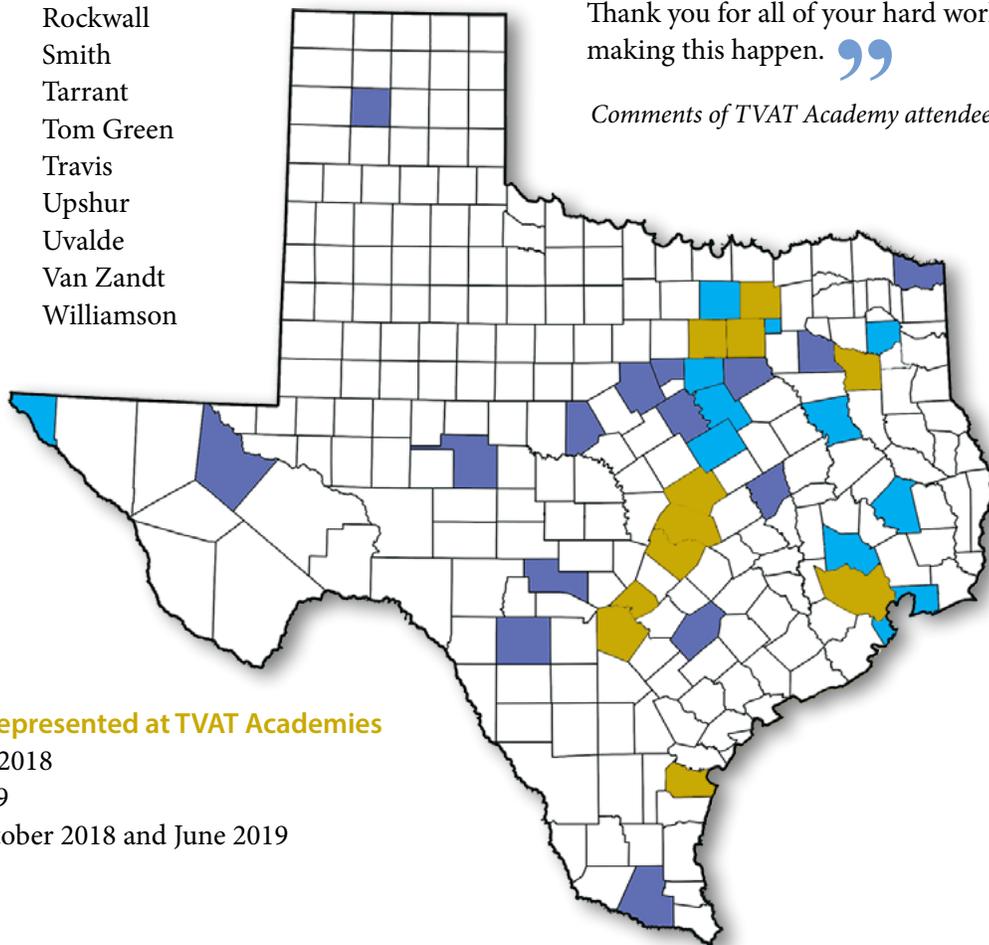
It gave me the skills and energy to go back to my center and help victims more effectively.

I am so thankful to be able to be here this week and appreciate all of the staff.

It was interesting to hear the guest speakers’ experiences, and all of the instructors seemed well-rounded and very knowledgeable.

Thank you for all of your hard work and making this happen. ”

Comments of TVAT Academy attendees



Counties Represented at TVAT Academies

- October 2018
- June 2019
- Both October 2018 and June 2019

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

Assistance and Support During Executions

The VSD works with victims' families during the execution process, regardless of their choice to view the execution. According to Title 37 Texas Administrative Code § 152.51, as many as five relatives, plus a spiritual advisor, can witness the offender's execution. Witnesses may also include law enforcement personnel and trial officials.

Victim witnesses are prepared for and accompanied to the execution by VSD staff members. Victims may bring support persons who will not view the execution, but will provide support to those victim witnesses. VSD staff also provide follow-up support and referrals as needed.



32 Victims witnessed the execution of an offender in FY 2019



14 Support persons accompanied victim witnesses in FY 2019



8 Executions that were attended by victim witnesses, their support persons and VSD staff in FY 2019

Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

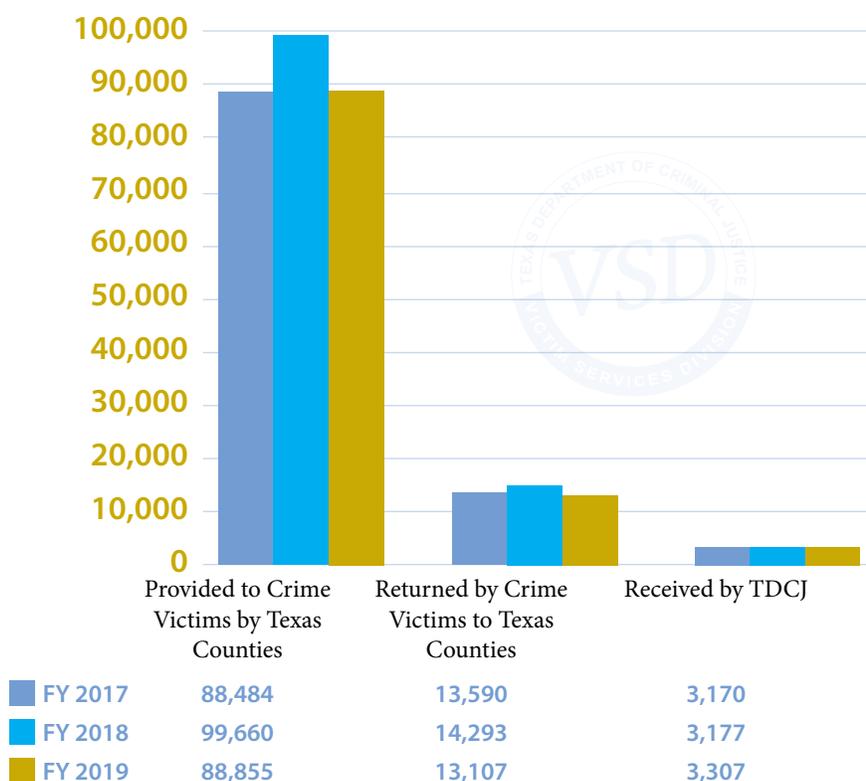
Victim Impact Statement

The Texas Code of Criminal Procedure art. 56.03 mandates that the TxCVC, in collaboration with the TDCJ Community Justice Assistance Division and BPP, develop the VIS form and a survey plan to maintain statistics on the numbers and types of persons who are provided VISs each year. The VIS form is completed by a crime victim to indicate their request for notification regarding the offender and to record the emotional and psychological impact, physical injury and economic loss a crime has on a victim and his or her family members. The VIS form provides information to personnel in many stages of the criminal justice system, including the court system and the parole review process.

All district and county attorneys who represent the 254 counties in Texas are required to submit quarterly VIS reports. The following chart (first two columns) reflects the statistics reported on the VIS Activity Report for all reporting Texas counties. The VSD receives reports from the

district or county attorney’s office referencing how many VISs were provided to a crime victim by that office and how many VISs were completed and returned to the office. Refer to pages 27 through 35 for a breakdown of each Texas county.

The last column reflects the number of VISs received by the TDCJ during FY 2019. This includes VISs forwarded from the TDCJ CID or received directly into the VSD office from a district or county attorney’s office.



Programs Section

TEXAS CRIME VICTIM CLEARINGHOUSE

Victim Impact Statement Statistics

The TxCVC, in collaboration with the TDCJ CJAD and the BPP, is mandated by the Texas Code of Criminal Procedure art. 56.05 to develop a survey plan to maintain statistics on the numbers and types of persons who are provided a VIS during each year.

The following table reflects the statistics reported on the VIS Activity Report for each Texas county for FY 2019. The VSD may have received a report from the district or county attorney's office, or both.

Victim Impact Statement (VIS): a form used by a crime victim to record the emotional and psychological impact, physical injury and economic loss a crime has had on a victim and his or her family members. The form is also used to collect contact information for crime victims for notification purposes. This form provides information to personnel in many stages of the criminal justice system, including the court system and the parole review process.

The VISs are provided to victims as defined in the Texas Code of Criminal Procedure art. 56.01.

Number of VISs Provided to Victims by the County: represents the number of VISs provided to crime victims by the county attorney's office, district attorney's office or both during the fiscal year as reported on the VIS Activity Report.

Number of VISs Returned to the County: represents the number of completed VISs returned by the crime victim to the county attorney's office, district attorney's office or both during the FY 2019 as reported on the VIS Activity Report.

VIS Rate of Return: represents the rate of return for each county. This rate is calculated by comparing the VISs provided and returned during FY 2019. It is important to note that a VIS may be provided in one fiscal year and returned in another.

Non-Reported (NR): a code used to designate no VIS Activity Reports were received from the county attorney's office or district attorney's office during the fiscal year.

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Anderson	5	1	20.00%
Andrews	35	12	34.29%
Angelina	70	0	0.00%
Aransas	126	34	26.98%
Archer	7	3	42.86%
Armstrong	10	10	100.00%
Atascosa	182	20	10.99%
Austin			NR
Bailey	<i>Bailey County statistics are included with Parmer County</i>		
Bandera	57	17	29.82%
Bastrop	100	11	11.00%
Baylor	5	3	60.00%
Bee			NR
Bell	1,761	217	12.32%
Bexar	9,476	681	7.19%
Blanco	10	1	10.00%
Borden	0	0	0.00%
Bosque	28	4	14.29%
Bowie	27	13	48.15%
Brazoria	964	117	12.14%
Brazos	0	0	0.00%
Brewster	22	1	4.55%
Briscoe			NR
Brooks	44	12	27.27%
Brown	98	20	20.41%
Burleson	20	8	40.00%
Burnet	97	15	15.46%
Caldwell	205	24	11.71%
Calhoun	40	4	10.00%

NR denotes counties that did not report in FY 2019

*Note: A VIS may be provided in one fiscal year and not returned until the following fiscal year.

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Callahan	4	2	50.00%
Cameron			NR
Camp	0	0	0.00%
Carson	2	0	0.00%
Cass	141	35	24.82%
Castro			NR
Chambers	72	9	12.50%
Cherokee	220	59	26.82%
Childress	5	0	0.00%
Clay	2	0	0.00%
Cochran	4	0	0.00%
Coke	1	1	0.00%
Coleman	4	1	25.00%
Collin	2,118	371	17.52%
Collingsworth	2	0	0.00%
Colorado	18	5	27.78%
Comal	343	57	16.62%
Comanche	30	7	23.33%
Concho	1	0	0.00%
Cooke	384	81	21.09%
Coryell	28	3	10.71%
Cottle	2	0	0.00%
Crane	14	2	14.29%
Crockett	10	0	0.00%
Crosby			NR
Culberson	0	0	0.00%
Dallam	0	0	0.00%
Dallas	8,320	812	9.76%
Dawson	0	0	0.00%
Deaf Smith	97	18	18.56%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Delta	12	6	50.00%
Denton	2,197	373	16.98%
DeWitt	12	4	33.33%
Dickens			NR
Dimmit	39	3	7.69%
Donley	7	1	14.29%
Duval	63	36	57.14%
Eastland	90	29	32.22%
Ector	1,174	193	16.44%
Edwards	3	0	0.00%
El Paso	7,375	600	8.14%
Ellis	390	85	21.79%
Erath	58	7	12.07%
Falls	111	44	39.64%
Fannin	87	13	14.94%
Fayette	10	0	0.00%
Fisher	4	5	125.00%
Floyd	0	0	0.00%
Foard	1	0	0.00%
Fort Bend	3,179	581	18.28%
Franklin	17	8	47.06%
Freestone			NR
Frio	10	7	70.00%
Gaines			NR
Galveston	1,444	279	19.32%
Garza			NR
Gillespie	119	24	20.17%
Glasscock	0	0	0.00%
Goliad	15	7	46.67%
Gonzales	81	6	7.41%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Gray	21	6	28.57%
Grayson	288	61	21.18%
Gregg	425	80	18.82%
Grimes	3	1	33.33%
Guadalupe	282	57	20.21%
Hale	142	18	12.68%
Hall	4	0	0.00%
Hamilton	17	4	23.53%
Hansford			NR
Hardeman	5	0	0.00%
Hardin	160	69	43.13%
Harris	14,616	3,016	20.63%
Harrison	128	32	25.00%
Hartley	0	0	0.00%
Haskell	11	3	27.27%
Hays	894	111	12.42%
Hemphill	1	1	100.00%
Henderson	26	9	34.62%
Hidalgo			NR
Hill	124	22	17.74%
Hockley	101	10	9.90%
Hood	122	13	10.66%
Hopkins	50	28	56.00%
Houston	88	7	7.95%
Howard	19	3	15.79%
Hudspeth	0	0	0.00%
Hunt	98	11	11.22%
Hutchinson	42	9	21.43%
Irion	0	0	0.00%
Jack	11	5	45.45%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Jackson	14	0	0.00%
Jasper	135	51	37.78%
Jeff Davis	5	0	0.00%
Jefferson	0	0	0.00%
Jim Hogg	<i>Jim Hogg County statistics are included with Starr County (229th Judicial District)</i>		
Jim Wells	103	38	36.89%
Johnson	336	87	25.89%
Jones	0	0	0.00%
Karnes	67	20	29.85%
Kaufman	428	122	28.50%
Kendall	275	29	10.55%
Kenedy	0	0	0.00%
Kent	0	0	0.00%
Kerr	171	44	25.73%
Kimble	12	2	16.67%
King	0	0	0.00%
Kinney			NR
Kleberg			NR
Knox	1	0	0.00%
La Salle	3	3	100.00%
Lamar	100	37	37.00%
Lamb	26	14	53.85%
Lampasas	5	0	0.00%
Lavaca	38	14	36.84%
Lee	27	5	18.52%
Leon	131	26	19.85%
Liberty	93	11	11.83%
Limestone	224	40	17.86%
Lipscomb	1	0	0.00%
Live Oak	33	0	0.00%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Llano	22	6	27.27%
Loving			NR
Lubbock	1,577	207	13.13%
Lynn	6	0	0.00%
Madison	24	4	16.67%
Marion	14	3	21.43%
Martin	6	1	16.67%
Mason	6	0	0.00%
Matagorda	91	17	18.68%
Maverick	52	8	15.38%
McCulloch	10	2	20.00%
McLennan	818	57	6.97%
McMullen	0	0	0.00%
Medina	77	10	12.99%
Menard	1	0	0.00%
Midland	2,462	558	22.66%
Milam	139	39	28.06%
Mills			NR
Mitchell	36	17	47.22%
Montague	7	4	57.14%
Montgomery	1,103	117	10.61%
Moore	43	1	2.33%
Morris			NR
Motley			NR
Nacogdoches	54	6	11.11%
Navarro	115	38	33.04%
Newton	58	15	25.86%
Nolan	29	19	65.52%
Nueces			NR
Ochiltree			NR

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Oldham	0	0	0.00%
Orange			NR
Palo Pinto	62	18	29.03%
Panola	72	22	30.56%
Parker	148	30	20.27%
Parmer	52	11	21.15%
Pecos	142	36	25.35%
Polk	53	17	32.08%
Potter	1,412	155	10.98%
Presidio	7	0	0.00%
Rains			NR
Randall	1,041	285	27.38%
Reagan	6	2	33.33%
Real	3	0	0.00%
Red River	73	13	17.81%
Reeves	30	0	0.00%
Refugio	2	0	0.00%
Roberts	0	0	0.00%
Robertson	57	26	45.61%
Rockwall	61	9	14.75%
Runnels			NR
Rusk			NR
Sabine	13	8	61.54%
San Augustine	17	6	35.29%
San Jacinto	143	17	11.89%
San Patricio	78	5	6.41%
San Saba	8	0	0.00%
Schleicher	1	0	0.00%
Scurry	23	1	4.35%
Shackelford	0	0	0.00%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Shelby			NR
Sherman	0	0	0.00%
Smith	461	113	24.51%
Somervell	5	1	20.00%
Starr	103	26	25.24%
Stephens	9	0	0.00%
Sterling	3	2	66.67%
Stonewall	1	1	100.00%
Sutton	14	3	21.43%
Swisher	11	0	0.00%
Tarrant	10,684	1,079	10.10%
Taylor	526	70	13.31%
Terrell			NR
Terry	7	2	28.57%
Throckmorton	2	1	50.00%
Titus	0	0	0.00%
Tom Green	221	25	11.31%
Travis	1,826	493	27.00%
Trinity			NR
Tyler			NR
Upshur			NR
Upton	10	1	10.00%
Uvalde	35	13	37.14%
Val Verde	0	0	0.00%
Van Zandt	155	27	17.42%
Victoria	380	84	22.11%
Walker	0	0	0.00%
Waller	395	10	2.53%
Ward			NR
Washington	49	22	44.90%

Victim Impact Statement Statistics

County	Number of VISs Provided to Victims by the County	Number of VISs Returned to the County	VIS Rate of Return
Webb	478	6	1.26%
Wharton	216	20	9.26%
Wheeler	1	3	300.00%
Wichita	66	4	6.06%
Wilbarger	19	3	15.79%
Willacy	132	21	15.91%
Williamson	704	93	13.21%
Wilson	128	18	14.06%
Winkler	25	2	8.00%
Wise	252	45	17.86%
Wood	38	7	18.42%
Yoakum	10	1	10.00%
Young	8	0	0.00%
Zapata			NR
Zavala	10	1	10.00%
TOTALS	88,855	13,107	14.75%

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
VICTIM SERVICES DIVISION

8712 Shoal Creek Boulevard
Suite 265
Austin, Texas 78757-6899
800-848-4284
512-406-5900
Fax: 512-452-0825

Email:
victim.svc@tdcj.texas.gov

TDCJ website at:
www.tdcj.texas.gov

IVSS Portal:
<https://ivss.tdcj.texas.gov>

The mission of Victim Services Division is to provide a central mechanism for crime victims to participate in the criminal justice system.

VICTIM SERVICES DIVISION

