



**Seventeenth Annual Report of
the Victims Assistance
Committee of the Northwest
Territories**

April 1, 2005 – March 31, 2006



June 1, 2006

The Honourable Brendan Bell
Minister of Justice
PO BOX 1320
YELLOWKNIFE NT X1A 2L9

Dear Mr. Bell:

Victims Assistance Committee Annual Report

On behalf of the Victims Assistance Committee, I am pleased to present the annual report for the fiscal year ending March 31, 2006.

This report details the disbursements from the Victims Assistance Fund (VAF) and reports on the activities of the community-based victim services programs.

In 2005-06, the Victims Assistance Committee continued to support the ongoing victim services programs, training and innovative short-term projects for small communities.

This year the Committee was pleased to see the Department work on the following victim-specific related projects:

1. A mini workshop on sexual assault with Yellowknife and Behchokò;
2. Two training sessions for victim service program coordinators (one in November/December 2005 and another in March 2006);
3. Five victim pamphlets (*When a Serious Crime Happens to You; Breaking and Entering; Sexual Assault; Being a Witness and Peace Bonds*) in 6 languages (English, French, Gwich'in, North Slavey, South Slavey and Tłıchǵ). These pamphlets can be printed directly from GNWT Justice's website at www.justice.gc.ca.

In addition to the above projects, victim services participated in the following national and territorial initiatives:

- Planning for the first ever National Victims of Crime Awareness Week (April 23 – 29, 2006);
- RCMP consultations in the Dehcho (September 2005) and the Sahtu (October 2005) regions; and,
- Implementation of CanTalk, an immediate interpretation service in over 100 languages victim service workers can use to communicate with crime victims who speak languages other than English.

The Committee members, along with members of the NWT Victims Working Group (the Victims Coordinator, victim services program workers and coordinators) wish to thank Justice Canada's Policy Centre for Victims Issues for a funding contribution that extended the Victims Coordinator position from a half time to a full-time position.

This year was an award-winning year for victim services. In the fall I was awarded with the Premier's Literacy Award. This past spring Marie Speakman (Yellowknife Victim Services Program Worker) won the Wise Woman of the year Award.

I thank the following people for their hard work in supporting and promoting the needs and concerns of victims of crime in the NWT:

- Outgoing committee member Betty Bird (Fort Simpson) and current committee members Bridgette Larocque (Yellowknife) and Faye Noksana (Tulita);
- Victim Services Program Coordinators/Workers: Lana Woodfine, Sarah Smith and Carrie Lauder (Inuvik); Shannon Watson, Heidi-Ann Wild and Marie Speakman (Yellowknife); Janet Grandjambe (Fort Good Hope); Alexandra Smith (Hay River); and Louise Beck (Fort Smith).
- Victim Services Support Workers: Nellie Norwegian of Fort Providence and Liz Wright of Fort McPherson.
- Victim Services volunteers in Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith.

Sincerely,

Nora Wedzin,
Chairperson
Victims Assistance Committee

TABLE OF CONTENTS

PART I	VICTIMS ASSISTANCE COMMITTEE	4
PART II:	VICTIM SERVICE PROGRAMS	7
	SECTION 1: HOW MANY PEOPLE USED VICTIM SERVICES?	9
	SECTION 2: WHO WAS SERVED BY VICTIM SERVICES	10
	SECTION 3: WHO REFERRED CLIENTS TO VICTIM SERVICES?.....	14
	SECTION 4: WHAT KINDS OF VICTIM SERVICES WERE DELIVERED?.....	17
	SECTION 5: IN WHAT SETTINGS WERE VICTIM SERVICES PROVIDED?	23
	SECTION 6: TO WHAT OTHER ORGANIZATIONS AND AGENCIES WERE VICTIMS OF CRIME REFERRED?	26
	SECTION 7: IN WHAT TYPES OF COMMUNITY ACTIVITIES WERE VICTIM SERVICES INVOLVED?	28
	SECTION 8: WHAT ROLES DID VOLUNTEERS PLAY IN PROVIDING VICTIM SERVICES?..	30
PART III:	CONCLUSION	37

Part I Victims Assistance Committee

VICTIMS OF CRIME ACT

The *Victims of Crime Act* establishes the Victims Assistance Fund (VAF) and provides for the appointment of a Victims Assistance Committee.

VICTIMS ASSISTANCE FUND

The VAF is a special-purpose fund maintained with revenue from victim fine surcharges. The VAF does not provide direct financial compensation to individuals but supports community-based projects and activities that provide services and assistance to victims of crime through:

- Training to sensitize and inform community resource workers about the needs and circumstances of victims of crime;
- Direct services that assist victims through crisis response, personal support, follow-up assistance, victim information and referrals;
- Public awareness and information on the rights and responsibilities of victims, available services, the criminal justice system and its procedures and any issues relating to victims of crime;
- Research into the needs and concerns of victims; and
- Distribution of victim services information.

VICTIMS ASSISTANCE COMMITTEE

Committee members are appointed for three-year terms to make recommendations to the Minister of Justice on policies regarding the needs and concerns of victims of crime and on distribution of the VAF.

The Committee's objective is to maintain and offer on-going support to comprehensive community services including, but not limited to, victim support and assistance, coordination of criminal justice and community intervention and training of staff and/or volunteers. Where a full-service agency is not feasible, the Committee supports innovative community-based workshops and projects to provide support to victims of crime.

COMMITTEE MEETINGS

The Committee meets monthly or as needed to review proposals and project reports. The Minister approved Committee recommendations for contributions amounting to \$96,924.00 in 2005-06.

Statement of Revenue & Expenditures

April 1, 2005 – March 31, 2006

<i>Revenue</i>	<i>Amount</i>
Balance from 2004-05	\$84,539.96
Victim Fine Surcharges – Territorial	\$52,110.31
Victim Fine Surcharges – Federal	\$26,423.17
Total	\$163,073.44

<i>Expenditures</i>	<i>Amount</i>
Disbursements (see detailed listing below)	\$96,924.00
Total	\$96,924.00

BALANCE FORWARD	\$66,149.44
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VICTIMS ASSISTANCE FUND DISBURSEMENTS

April 1, 2005 – March 31, 2006

YWCA of Yellowknife **\$30,000.00**

- *Direct Services & Awareness:* Towards the cost of conducting group counselling programs for children about family violence, April 1, 2005 – March 31, 2006.

Native Women's Association of the NWT **\$50,245.00**

- *Direct Services:* Towards the cost of a victim services program worker to provide direct services to victims of crime in Yellowknife and surrounding communities, April 1, 2005 – March 31, 2006.

Inuvik Justice Committee **\$10,000.00**

- *Direct Services & Training:* Towards the cost of maintaining and supporting Inuvik Victim Services, including victim support and assistance, coordination of criminal justice and community intervention and training, April 1, 2005 – March 31, 2006.

Native Women's Association of the NWT **\$2,971.00**

- *Training:* Towards the costs for the Yellowknife Victim Services Program Coordinator to attend the "World conference on Prevention of Family Violence", October 23 – 26, 2005 in Banff, AB.

Tłıchǝ Government **\$2,915.00**

- *Public Awareness & Information:* Towards the cost of travel for wellness workshop facilitators, refreshments and entertainment for Family Violence Awareness Week activities, October 9 – 14, 2005 in Behchokǝ.

Native Women's Association of the NWT

\$793.00

- *Training:* Towards the cost of for the Yellowknife Victim Services Program Worker to attend the "*Diverse Voices: the 5th Annual Family Violence Conference*" December 3 – 7, 2005 in Edmonton, AB.

Part II: Victim Services

Since 1989, community-based victim services have helped victims of crime in the NWT.

The Government of the Northwest Territories, through the Department of Justice Community Justice Division, provides assistance, training, resources and support to community-based victim services in Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith.

The benefits of community-based victim services are:

- Victims feel comfortable accessing services through a community-based agency;
- Services are available for victims of both reported and unreported crime; and
- There is greater opportunity to develop the most appropriate victim services for the community.

TERRITORIAL MISSION STATEMENT

Victim services offer support, assistance, information, and referrals in a courteous and compassionate manner that respects the dignity and privacy of victims of crime.

OBJECTIVES

Victim services' objectives are to:

- Make contact with victims in a manner that expresses concern and support;
- Offer practical assistance and information;
- Liaise between police, Crown and other court personnel so current information is available to victims and procedures do not unduly inconvenience them; and
- Help victims to access the resources they need in order to deal with the effects of victimization.

This report demonstrates the work of community-based victim services in 2005-06. This year's report compares data from 2004-05 and discusses how victim services have changed.

As a result of victim services program coordinator turnover, approximately four months of statistics are available from the Inuvik and Hay River programs.

Many aspects of victim services program delivery are affected by staff turnover. The victim services volunteer numbers at the end of this report show in particular how volunteers are dependant on the leadership of a paid program coordinator.

In 2005-06, a total of seven staff and 22 volunteers provided direct services to victims of reported and unreported crime.

“ I was one of those people who always thought these things happened to other people. You never think that it will happen to you.”

Crime victim who lost a loved one through tragedy.

Section 1: How many people used victim services?

Victim services help victims of crime. The number of clients served each month is divided into three categories: new cases, brief service contacts and cases continued from the previous month.

New cases are those with whom victim services spent substantial time and where ongoing contact was anticipated at first contact. Brief service contacts usually involve telephone contact with clients to whom brief service was provided, but no substantial time was spent and ongoing contact was not anticipated. Cases continued from the previous month are those people victim services continued to provide services to.

Table 1.0 shows the overall use of victim services by community, type of contact and fiscal year.

In 2005-06 victim services served a total of 992 clients, a slight .4% decrease in the total number of clients served compared to 2004-05. In 2005-06, victim services served 25% more new clients than in 2004-05. However, there was a 24% reduction in the number of brief service contacts in 2005-06 compared to 2004-05. These numbers suggest that an increasing number of crime victims need ongoing support from victim services.

Table 1.0 Total number of clients served by community and type of contact, 2005-2006

<i>Community</i>	<i>New clients</i>	<i>Brief service contacts</i>	<i>Total</i>
Fort Good Hope	70	42	112
Fort Smith	52	75	127
Hay River	34	91	125
Inuvik	73	43	116
Yellowknife	368	144	512
Total	597	395	992
Total (2004-2005)	486	528	1014
Change	+23%	-25	-2%

Table 1.1 shows the average number of monthly contacts by type of contact for both 2005-06 and 2004-05. Including brief services contacts, the total monthly victim services caseload has increased by 17%. Brief service contacts are down 25%. However, longer contacts, including new and continuing clients, are up by 42% with a substantial 65% increase in continuing clients and a 23% increase in new clients.

In spite of staff turnover, victim services caseloads have taken a huge increase in the past year, especially in the area of providing ongoing services to crime victims. This trend is likely to continue as the rate of violent crime continues to rise in the NWT. Victims of violent crime are involved with the criminal justice system for a lengthy period of time. Their needs for support are substantial and long lasting.

Table 1.1 Average number of monthly clients, by type of contact, 2005-2006

Year	Longer contacts			Brief contacts	Total caseload
	New clients	Continuing cases	Total	Brief service contacts	
2005/06	9.95	10.80	20.75	6.58	27.33
2004/05	8.10	6.55	14.65	8.80	23.45
Change	+23%	+65%	+42%	-25%	+17%

Conclusion: Victim services caseloads call for increased funding to support the important work victim services does to support crime victims throughout their extensive involvement with the criminal justice system.

“ Being a constant witness to other people’s suffering changes you inside ... and it forms another layer to your perception of the world.”

Victim services worker testimonial

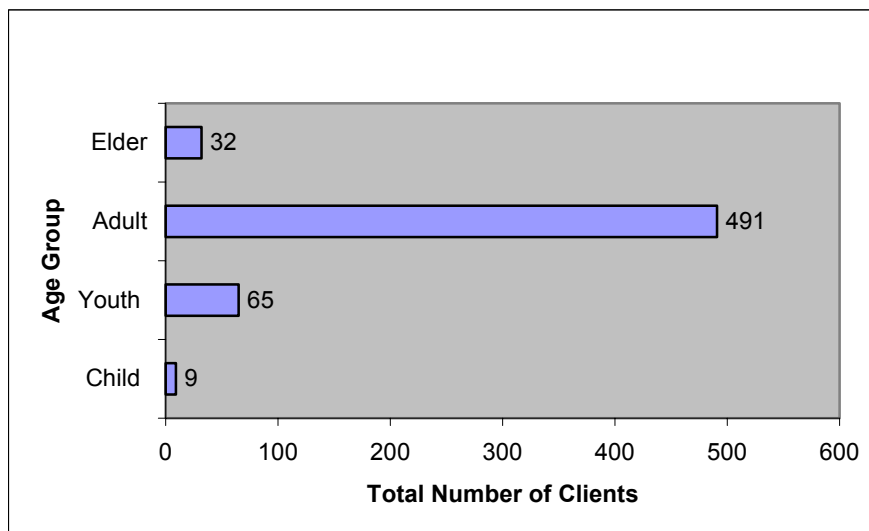
Section 2: Who was served by victim services?

Services are provided to primary and secondary victims of both reported and unreported crime. Primary victims are the direct victims of crime, such as a female victim of spousal assault. Secondary victims may include those who live with and/or have a close relationship with the direct victim. In this example, a secondary victim could be the child of the spousal assault victim.

Victim services track the following information about their new and ongoing clients:

- Age
- Ethnicity
- Gender and victim type (primary or secondary victim)
- Offence/Incident type

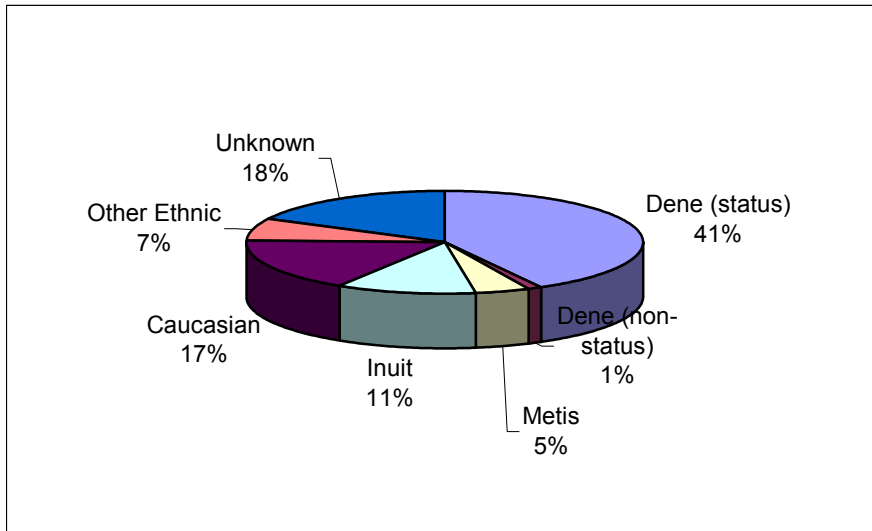
Graph 2.0 Clients by age group, 2005-06



- Children – birth to 11 years
- Youth – 12 to 17 years
- Adults – 18 to 64 years
- Elders/Seniors – 65 years and up

Graph 2.0 shows the number of new clients (597) by age category to whom services were delivered in 2005-06. This includes 491 adults (82.25%); 65 youth (10.89%); 32 elders (5.36%) and 9 children (1.51%). Victim services continue to serve an increasing number of youth, elders and seniors; however, at 88%, adults are by far the largest client group. Between 2004-05 and 2005-06 there was a 2% increase in work with elderly people and a 3% decrease in the number of youth served.

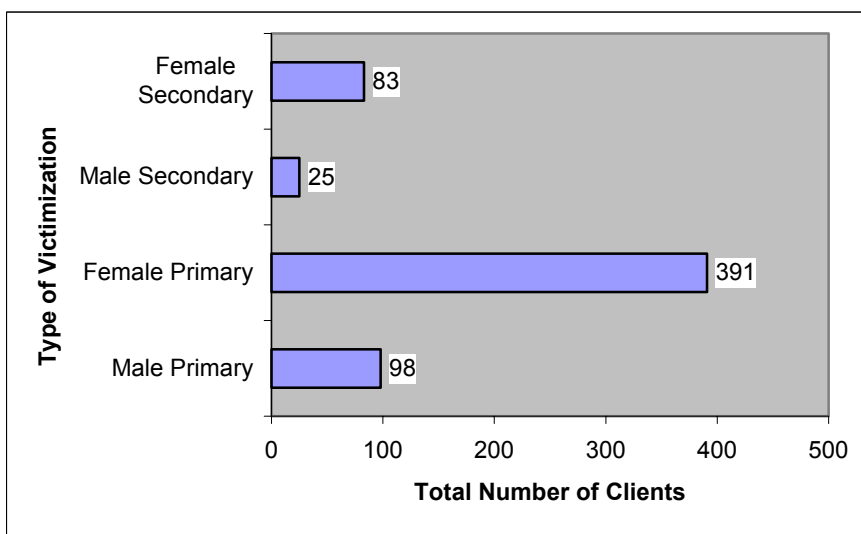
Graph 2.1 Clients by ethnicity



Graph 2.1 shows the 2005-06 client base by ethnicity: Dene (status and non-status) 43%, ethnicity unknown 18%, Inuit 11%, Caucasian 17%, other ethnicity 7% and Métis 5%.

Graph 2.2 shows the total number of clients by gender and by type of victimization. As mentioned earlier in this section of the report, primary victims are the direct victims of crime, while secondary victims include those who live with and/or have a close relationship with the direct victim.

Graph 2.2 Total number of clients by gender and type of victimization

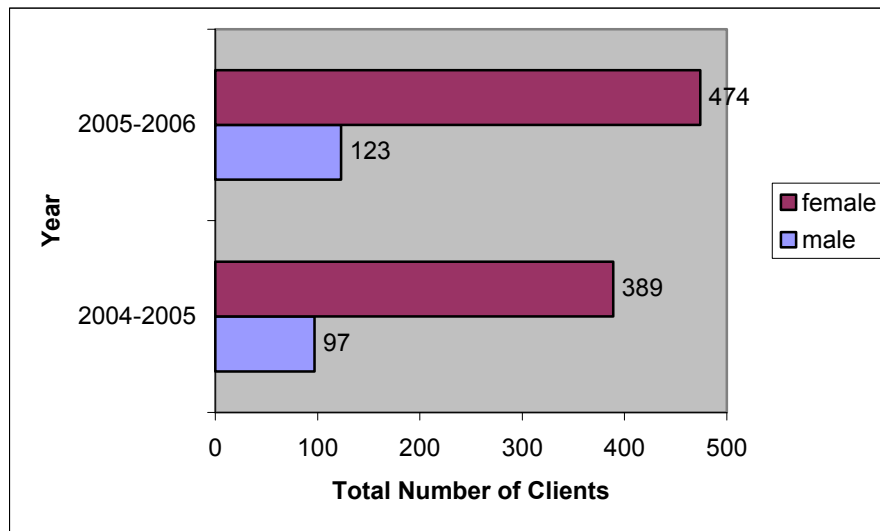


Graph 2.2 shows the following caseload breakdown of clients:

- 82% are primary victims
- 18% are secondary victims
- 66% are female primary victims
- 14% are female secondary victims
- 16% are male primary victims
- 4% are male secondary victims

Over three-quarters of the caseload involves work with people who have been directly impacted by crime, while slightly less than one-quarter of our caseload involves work with people who either live with or are close to the direct victim.

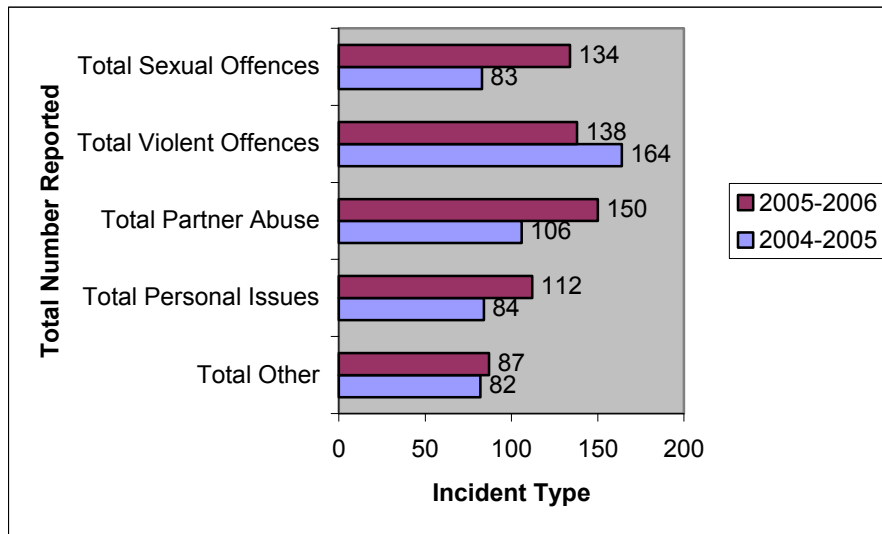
Graph 2.3 Total number of male and female clients by year



Graph 2.3 shows the total number of male and female clients by year, comparing 2004-05 to 2005-06. This graph shows that the number of female clients increased by 85, or 22%, between 2004-05 and 2005-06. The number of male clients increased by 26, or 27%.

While 21% of our caseload is male clients, female clients are by far the majority of our caseload.

Graph 2.4 Reported offences/ incidents by type and year



'Sexual offences' include sexual assault (child, youth and adult) includes attempted and aggravated sexual assault, past sexual abuse and residential school abuse.

'Violent offences' include assault, assault with a weapon, assault causing bodily harm, aggravated assault, homicide/attempted homicide, firearms offences and robbery.

'Partner abuse' includes spousal assault, spousal assault with a weapon/aggravated assault; confinement and criminal harassment (stalking).

'Personal incidents/issues' include sudden death, suicide/attempted suicide, and family difficulties/concerns.

'Other' offences include break and enter, uttering threats, civil matters and other offences.

Graph 2.4 offers a comparison between 2004-05 and 2005-06 of the offences/incidents by which clients were affected.

When comparing caseloads by year, clientele were impacted by increases in:

- sexual offences by 51 units or 61% increase;
- partner abuse by 44 units or 42% increase,
- personal issues by 28 units or a 33% increase; and,
- other matters by 5 units or a 6% increase.

In spite of the 16% decrease in the number of violent offences between 2004-05 and 2005-06, we know the level and degree of violence in the NWT is escalating. In 2005-06 we added to our tracking system offences such as confinement (unlawful and forcible), aggravated sexual assault, aggravated assault and firearms offences. These are offences we did not have to deal with five years ago.

This is the fourth consecutive year there has been an increase in the number of our clients impacted by partner assault.

The GNWT publication ***“Resource Development Impacts: Estimates of the cumulative impact of non-renewable resource development and the forced growth impact on government programs”*** notes that between 1996 and 2004 the rate of violent crime increased by 54%. It predicts that should crime rates continue to increase as they have since 1996, the number of incidents of violent crime in the NWT may reach approximately 27,514 by 2014.

These forecast statistics show there will be a significant increase in victimization in the years to come.

Crime victims and victim services workers need more resources.

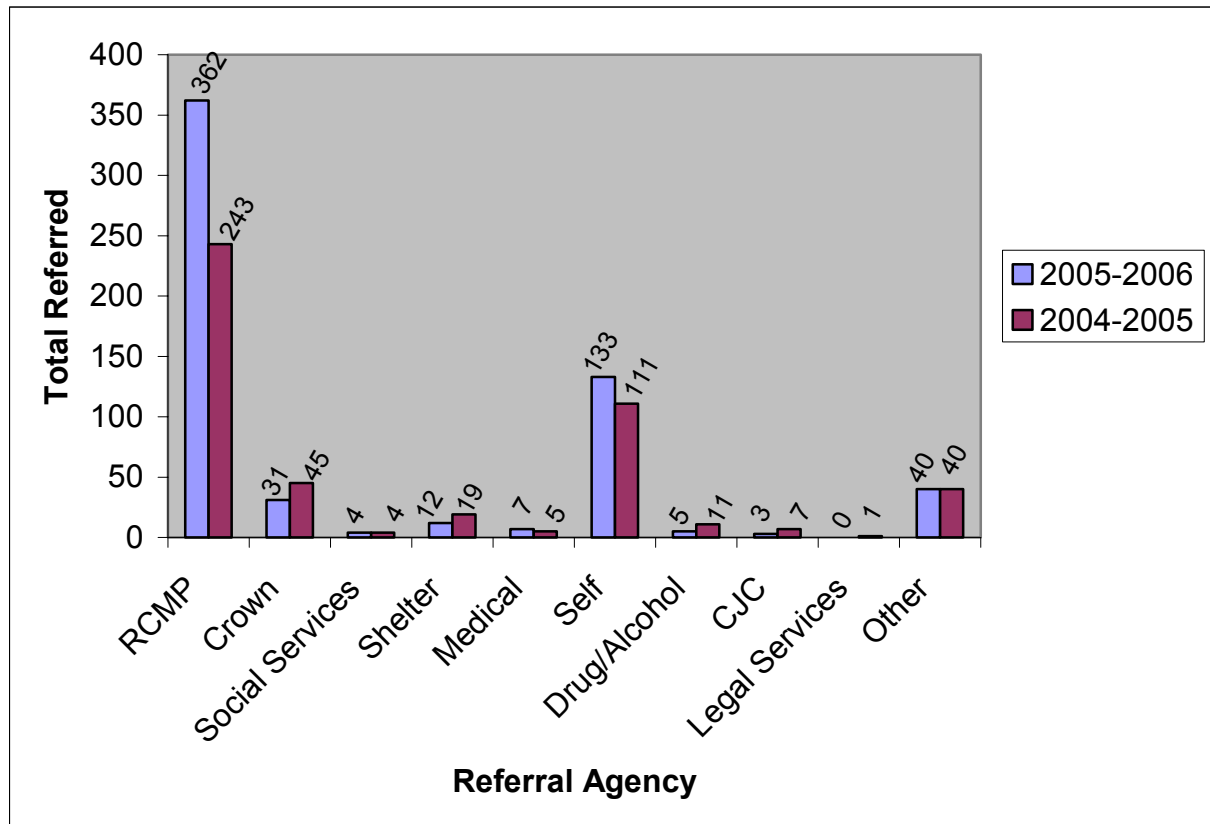
Conclusion: If the trend to increased violent crime continues, as GNWT predicts, then both crime victims and those who provide services to crime victims need more support and more resources.

“ It’s time our primary concern became the victims of violence and those victims include the children who witness violence and internalize it as normal.”

Lynn Brooks in her article entitled “Violence the NWT’s Shame”

Section 3: Who referred clients to victim services?

Graph 3.0 Clients by type of referring agency and year



Graph 3.0 is a comparison between 2004-05 and 2005-06 of the number of clients referred by agency to victim services. Overall, between 2004-05 and 2005-06 referrals are up by 111 or 23%. In 2005/06 we saw an increase in referrals from 3 sources (RCMP, medical and self), a decrease in referrals from 5 sources (drug and alcohol, crown, shelters, legal services and justice committees) while the number of referrals from two sources (other and social services) remained the same.

Between 2004-05 and 2005/06, referrals to victim services by RCMP increased by 119 or 49% while referrals from medical personnel increased by 2 or 40%. Most important however, is the 20% increase in the number of self-referrals from 111 in 2004-05 to 133 in 2005-06. When clients self-refer, it is a strong indication that victim services are doing good work.

Between 2004-05 and 2005/06, referrals from the Crown decreased by 14 or 31%, from shelters by 7 or 37%, from drug and alcohol by 6 or 55%, from Justice Committees by 4 or 57% and from legal services by 1.

Other referral sources include the Native Women’s Training Centre, Justice, the YWCA transitional housing project, families, other victim services programs, churches, parents, friends, siblings, elders, wellness counsellors, courts, coroner, concerned community members, victim services volunteers/advocates, crown witness coordinators, and Aurora College.

Table 3.1 shows in 2005-06 the RCMP referred over half of all clients to victim services. For victims of reported crime, the RCMP are the number one referral agency.

Table 3.1 Percentage of RCMP referrals to victim services by year

	2005/06	2004/05	2003/04	2002/03
RCMP referrals	362	235	121	110
Total referrals	597	475	278	239
RCMP referrals as a % of total referrals	61%	49.47%	43.53%	46.03%

“... was a sergeant in the RCMP Yellowknife detachment who believed and supported me to do the Victim Services Work. His reference letter is a treasured part of my memories. When I really get discouraged I often read that support letter.”

Marie Speakman, Yellowknife Victims Services Program Worker, in her acceptance speech on the occasion of her receiving one of the 2006 Wise Women Awards.

Section 4: What kinds of victim services were delivered?

Victim services programs provided referrals, information, assistance and support to victims of crime as described in Table 4.0 below.

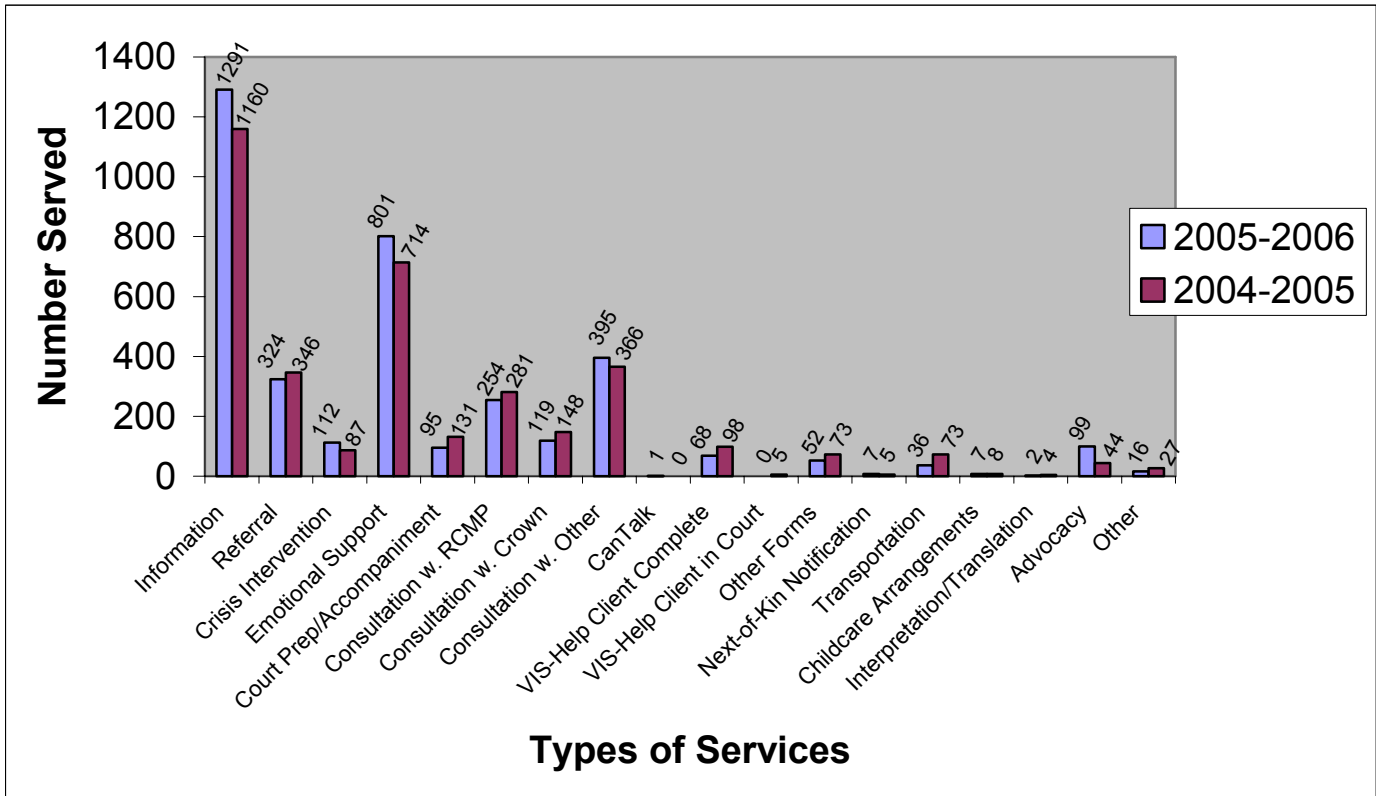
Table 4.0 Services offered by victim services programs

<i>Service</i>	<i>Description</i>
Information	<p><i>Victim services workers provide information to clients about:</i></p> <ul style="list-style-type: none"> • The criminal justice system and processes; • The progress of their case; • The role of the police and Crown counsel; • The recovery of property; • Being a witness and what it involves; and • Other local resources and types of assistance available.
Practical Assistance	<p><i>Victim services workers assist clients with:</i></p> <ul style="list-style-type: none"> • Medical forms, offender restitution and victim impact statements; • Home security checks; • Visiting various agencies and the courts; and • Arranging childcare and transportation.
Emotional Support	<p><i>Victim services workers help to provide:</i></p> <ul style="list-style-type: none"> • Continuous emotional support from the time of first contact throughout and beyond the court process; and • Helping relationships as clients come to know and trust the worker and feel more comfortable expressing their feelings and concerns.
Court Orientation	<p><i>Victim services workers assist clients involved in the court process by:</i></p> <ul style="list-style-type: none"> • Familiarising them with the court setting; • Explaining procedures, terminology and the roles of the court personnel; and • Accompanying clients to court when necessary.
Community Resources Referrals	<p><i>Victim services workers refer clients to outside resources in the community providing:</i></p> <ul style="list-style-type: none"> • Medical services; • Financial help or child protection; • Counselling or mental health services; • Transitional housing; and • Rehabilitation services

“ Just having someone there that could understand what we were going through.”

Crime victim explaining what part of the service was most valuable.

Graph 4.0 Services Delivered by Type, 2005-06 and 2004-05



Between 2004-05 (3570) and 2005-06 (3679) there was a 3% increase in the total number of total services provided.

Of the 18 services tracked, there was an increase in 6 and a decrease in 12 service categories.

The services most frequently delivered, as a percentage of total services provided, include:

- Information, at 35% (1291)
- Emotional support, at 22% (801)
- Consultation with others, at 11% (395); and,
- Referrals, at 9% (324).

“ Getting more information and listening.”

Crime victim explaining what part of victim services was most valuable.

The services that increased and their percentage and unit increase between 2004-05 and 2005-06 are listed in the table below.

Service category	% increase	Unit increase
Information	11%	131
Crisis intervention	29%	25
Emotional support	12%	87
Consultation with others	8%	29
Next-of-kin notification	40%	2
Advocacy	125%	55

Information continues to be crime victims' top need for service. As the frequency and severity of crime increases, so does the need for victim services crisis response. Victim services are more frequently called to the scene to support victims of crime and or tragedy. It is also logical to expect that victims of violent crime will need emotional support to help cope with the trauma and confusion that follows violent crime.

As victims of violent crime often need specialized resources to help cope with the long term impacts of crime trauma, victim services workers find it necessary to consult with others such as mental health specialists. Victim services workers and volunteers are increasingly being used by the RCMP to provide next-of-kin notification to family members who have lost loved ones due to suicide or sudden death through tragedy or crime. Finally, community-based victim services are in an excellent position to advocate on behalf of crime victims with other members of the criminal justice system.

The services that decreased and their percentage and unit decrease between 2004-05 and 2005-06 are listed in the table below.

Service category	% decrease	Unit decrease
Referrals	6%	27
Court preparation/accompaniment	28%	36
Consult with RCMP	10%	27
Consult with crown	20%	29
VIS help complete	31%	30
Help complete other forms	29%	21
Transportation	51%	37
Child care arrangements	13%	1
Interpretation/translation	50%	2
Other	41%	11

As crime victims take care of their own transportation, child care arrangements and seek help from elsewhere to complete other forms, this frees up time and energy for victim services to provide them with other much-needed services.

This is the second consecutive year where the numbers for consultation with the Crown and with the RCMP have dropped. As community-based victim services workers are expected to play a key liaison role between members of the criminal justice system, the trend to not consult with our key partners is cause for concern. However, when victim services workers work with adult crime victims who chose not to report crime, there may be no need to consult with the Crown or the RCMP. Additionally, if victim services providers have difficulty getting in touch with the Crown and the RCMP, this may result in fewer consultations.

Helping to prepare crime victims for court and accompanying crime victims to court is another key role for community-based victim services providers, but it is also one that is shared with Justice Canada’s crown witness coordinators. Perhaps the crown witness coordinators are doing more of the court preparation work, or the people who recently left their positions with community-based victim services had provided the bulk of this work in earlier years.

As the community-based victim services workers are in the best position to help complete victim impact statements, other professionals should be referring crime victims to them for help with this particular task. It is concerning to see the 30% decrease in the number of occasions that victim services helped crime victims to complete victim impact statements. Court services data shows that in 2005/06 (compared to 2004/2005) 43 or 24% fewer crime victims chose to submit victim impact statements to the courts.

Victim Impact Statements Filed with NWT Court Registries							
	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006	TOTAL
Yellowknife	35	63	64	68	81	64	372
Hay River	39	52	21	62	55	56	283
Inuvik	12	65	59	72	41	19	268
TOTAL	86	180	144	202	177	139	923

In 2005-06 other services to victims of crime included contacting the witness expense assistance program, providing clients with information about parenting after separation information, contacting clients to remind them about their opportunity to do a victim impact statement, helping a crime victim through the sexual assault kit process, and providing clothing.

“ It (the victim impact statement) gave me a way to express how I felt ... there was no other way I could have done this.”

Crime victim who was very satisfied with the victim impact statement as a way to express the impact of the crime.

Table 4.2 shows the type and number of services delivered per victim. Overall there is an 18% decrease in the number of services delivered per victim between 2003/04 and 2004/05. This stands to reason, given that there are a greater number of victims being served and a greater number of services being provided by the same number of victim services workers. Also, victims of crime know where to go for services in communities that have victim services.

This year the only service frequency increase was for information – crime victims’ greatest need for service. Services being delivered at the same level of frequency include crisis intervention, court preparation and accompaniment; advocacy and helping clients complete victim impact statements. Services that are delivered less frequently per client include referrals, emotional support, and consultation with RCMP, the Crown and others.

Table 4.1 Service delivery frequency by services per client, by year

Services	Percentage of Total Number of Clients		Per 100 Clients 2005-2006	
	2004-2005	2005-2006		
Information	2.4	2.2	216	2.2 times per client
Referral	0.7	0.5	54	54 out of 100 clients
Crisis Intervention	0.2	0.2	19	19 out of 100 clients
Emotional Support	1.5	1.3	134	1.3 times per client
Court Prep/Accompaniment	0.3	0.2	16	16 out of 100 clients
Consultation with RCMP	0.6	0.4	43	43 out of 100 clients
Consultation with Crown	0.3	0.2	20	20 out of 100 clients
Consultation with Other	0.8	0.6	64	64 out of 100 clients
VIS-Help Client Complete	0.2	0.1	13	13 out of 100 clients
VIS-Help Client in Court	0.0	0.0	0	
Other Forms	0.2	0.1	9	9 out of 100 clients
Next-of-Kin Notification	0.0	0.0	1	1 out of 100 clients
Transportation	0.2	0.1	6	6 out of 100 clients
Childcare Arrangements	0.0	0.0	1	1 out of 100 clients
Interpretation/Translation	0.0	0.0	0	
Advocacy	0.1	0.2	17	17 out of 100 clients
Other	0.1	0.0	3	3 out of 100 clients
Total	7.3	6.2	616	

“ Need a support group for women victims of abuse by men.”

Crime victim’s suggestion for how we might improve services.

Also during this year, several victim service programs provided direct services to crime victims outside their communities through outreach activities:

- Inuvik Victim Services served a Fort Good Hope resident;
- Fort Good Hope Victim Services served a Colville Lake resident;
- Yellowknife Victim Services served Behchokò crime victims;
- Hay River Victim Services provided services to Fort Resolution; and,
- Fort Smith Victim Services served clients from Inuvik.

Conclusion: Victim services are doing more with less. Communities without victim services are aware of and requesting services. Victim services need more resources to adequately meet the demand for services.

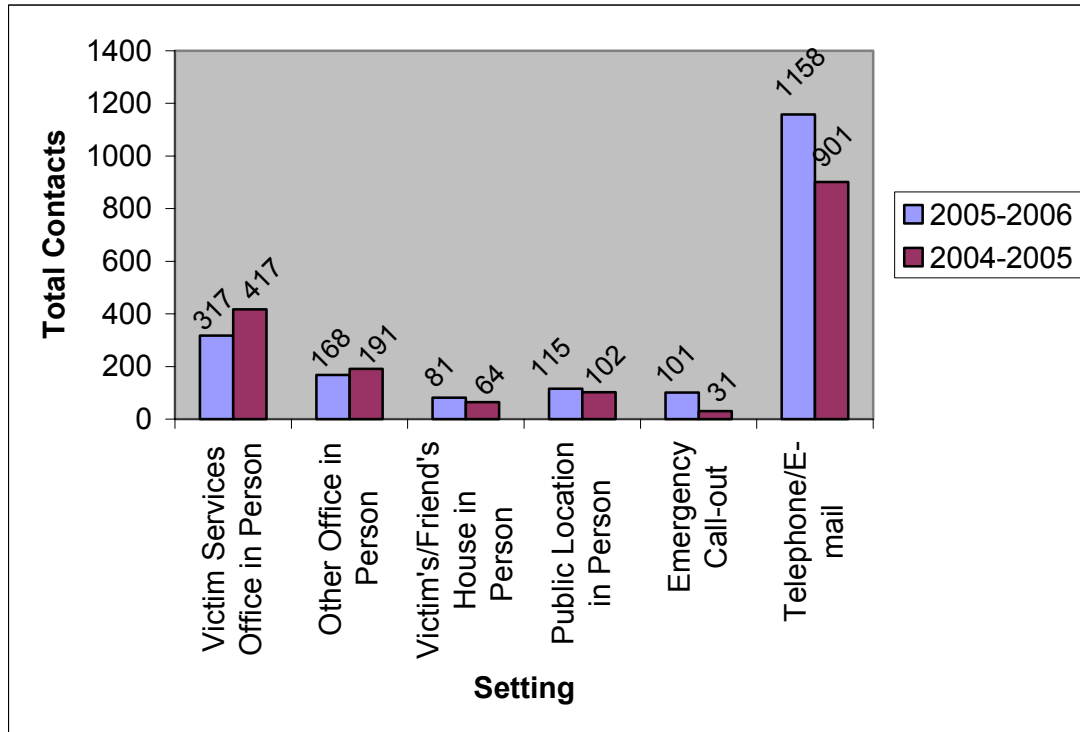
“ I gave a call to CanTalk on behalf of a victim who is unable to speak English. The victim wanted to do a victim impact statement. ... I went to the home ... and at 3:30 I called CanTalk. The lady at the other end said she had the interpreter on the line, so I said hello. I was thinking it would be someone out of Yellowknife. To my surprise it was (someone from my home community)! We sure had a good laugh!

In all, the (CanTalk) services worked well for the victim.”

Victim services program coordinator (describing her experience with CanTalk, an immediate interpretation service)

Section 5: In what settings were victim services provided?

Graph 5.0 Client contacts by setting and year



In 2004-05 there were a total of 1706 client contacts by setting compared to 1940 in 2005-06. Overall, client contacts by setting were up by 14% (234) in 2005/06. However, total in person contacts were down by 3% in 2005/06 (782) compared to 2004/05 (805).

There were increases in the number of client contacts in 4 out of 6 settings. In person contacts at victim's/friend's houses were up by 17 or 27%. In person contacts in public locations were up by 13 or 13%. Phone/email contacts with clients were up by 257 or 29%.

There were decreases in the number of in-person contacts in victim services offices (by 110 units or 24%) and other offices (by 23 units or 12%).

In 2005-06 there were 376 or 48% more client contacts by phone (1158) than there were in person (782). Safety and convenience may contribute to making telephone (1158) and in-person contacts in public and office settings (600) preferred methods of contact with crime victims. In-person contacts with crime victims in victims'/friends' houses and in emergency call-out situations are less frequent, at 81 and 101 client contacts respectively.

The decrease in in-person contact with clients may also be a factor of the same number and in some cases fewer people attempting to cope with an ever-increasing demand for services.

For safety reasons, contacts with crime victims in emergency call-out situations are done in close co-operation with the RCMP.

In 2005-06 there were 70 more (a 226% increase) emergency call-outs compared to the same period in 2004/05. Emergency services and victim services are working together to respond early to victim of crime and tragedy needs.

Table 5.0 Frequency of In Person Contacts per Client by Setting, 2005-2006

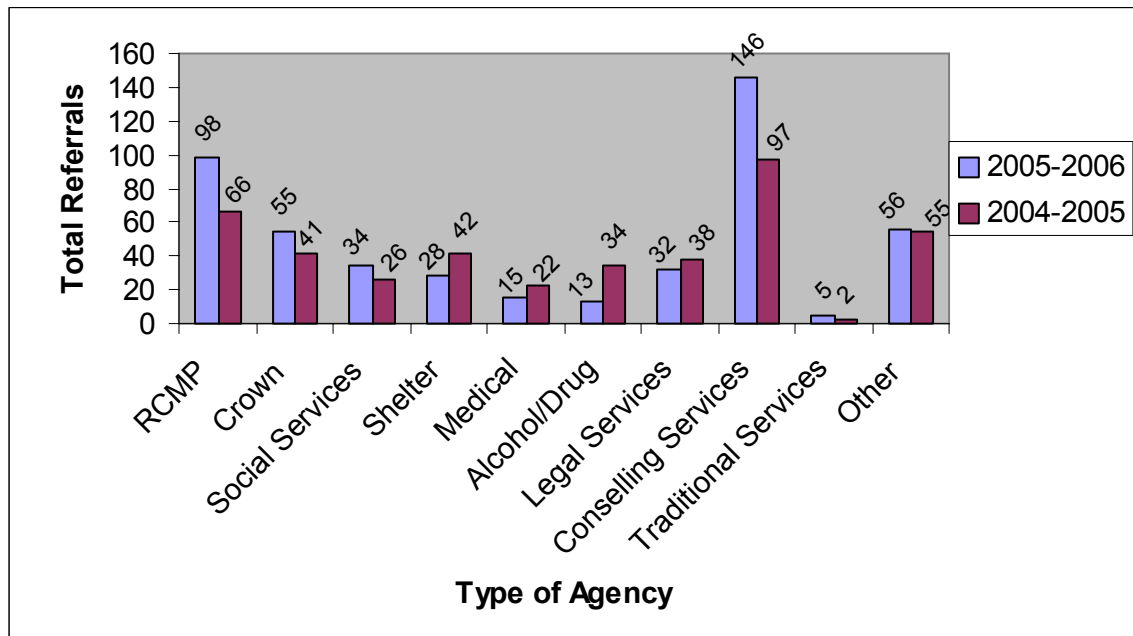
<i>Setting</i>	<i>Contacts/Client</i>	<i>Approximate Frequency</i>
Victim Services Office	.5	1 in 2 clients
Other office	.3	1 in 3 clients
Victim's Friend's House	.1	1 in 10 clients
Public Location	.1	1 in 10 clients
Emergency Call-Out	.2	1 in 5 clients
All Contacts	1.2	Every client, 1 – 2 times

Table 5.1 shows the frequency of in person contacts per client by setting for 2005/06. Clients are most frequently seen in person at victim services offices (.5 contacts per client or 1 in every 2 clients), followed by being seen in another office setting (.3 contacts per client or 1 in every 3 clients). The next setting in which clients are seen is at the scene of the crime or tragedy (.2 contacts per client or 1 in every 5 clients). Clients are seen equally often at either their own home or a friend's home and at a public location (.1 contact per client or one in every 10).

Even with the same number of service providers serving an ever-increasing number of clients, victim services continues to see every client one to two times.

Section 6: To what other organization and agencies were victims of crime referred?

Graph 6.0 Client referrals by organization/ agency type and year



Overall referrals of clients to other services is up by 59 or 14% between 2004-05 (423*) and 2005-06 (482). Of the 10 categories of agencies to whom we refer there was an increase in six categories and a decrease in four.

The agencies to which there was an increase in referrals between 2004/05 and 2005/06 are outlined below:

- 32 or 49% to the RCMP
- 14 or 34% to the crown
- 8 or 31% to social services
- 49 or 51% to counselling services
- 3 or 150% to traditional services
- 1 or 2% for other services

Where victim services show decreased consultation with the RCMP and the crown, they make up for in referrals to these two agencies. Here again we see the profound and ever increasing need for counselling services for victims of violent crime.

This is the fourth consecutive year where the need for counselling services for victims of violent crime has increased. This indicates there is a need for resources for helping highly traumatized crime victims.

* NOTE: Corrected total for 2004-05

Victim services referrals to “traditional services” may be to a community elder who is knowledgeable about traditional healing practices or it may be a facilitated healing circle.

In 2005/06 crime victims were also referred to funeral directors, housing, Seniors Society, income support, parenting after separation support, NWT courts, emergency protection order application, other victim services, mental health, the Council for Persons with Disabilities, Human Rights Commission Advocate, YWCA, Crime Stoppers, and a Youth Sewing Circle.

In 2005/06 there was a decrease in referrals to the shelters (down 14, or 33%), to medical services (down 7 or 32%) to alcohol and drug services (down 21, or 62%) and to legal services (down 6 or 16%) compared to the number of referrals to these agencies in 2004/05.

Table 6.1 Referrals to agencies, by type: 2005-06 and 2004/05

<i>Organization/Agency Type</i>	<i>Referrals per client 2005-2006</i>	<i>Referrals per client 2004-2005</i>	<i>Approximate frequency 2005-2006</i>
RCMP	0.2	0.1	1 in 5 clients
Crown	0.1	0.1	1 in 10 clients
Social services	0.1	0.1	1 in 10 clients
Shelter	0.1	0.1	1 in 10 clients
Alcohol/drug services	0.0	0.1	0
Medical	0.0	0.1	0
Legal services	0.1	0.1	1 in 10 clients
Counselling services	0.3	0.2	1 in 3 clients
Other	0.1	0.1	1 in 10 clients
All organizations/agencies	1.0	1.3	

Although overall referrals were up by 15% in 2005-06 (482) year compared to 2004-05 (423), there has been a .3 decrease in the number of referrals per client. This is because in 2005-06 compared to 2004/05 more clients were served by fewer workers.

Referrals per client for 2005/06 compared to 2004/05 remained the same for the crown, social services, shelters, legal services and other at a .1 referral per client. The referrals per client were down for alcohol and drug services, and medical, from 0.1 in 2004/05 to 0 in 2005/06, respectively. Referrals per client were up for the RCMP from 0.1 in 2004/05 to 0.2 in 2005/06, as were referrals per client for counselling services which increased from .2 in 2004/05 to .3 in 2005/06.

Counselling is the service to which crime victims are most often referred. This is because clients often require specialized services to help cope with and recover from the long-term impacts of the trauma of violent crime.

Conclusion: More resources are needed for specialized treatment and counselling victims of violent crime and for those who work with victims of violent crime

“ One of the first things we do as victim services workers is try to connect the victim to as many supports as possible, though it is not uncommon to find that her own personal supports may have disintegrated from living through years of social isolation...”

Victim services worker testimonial

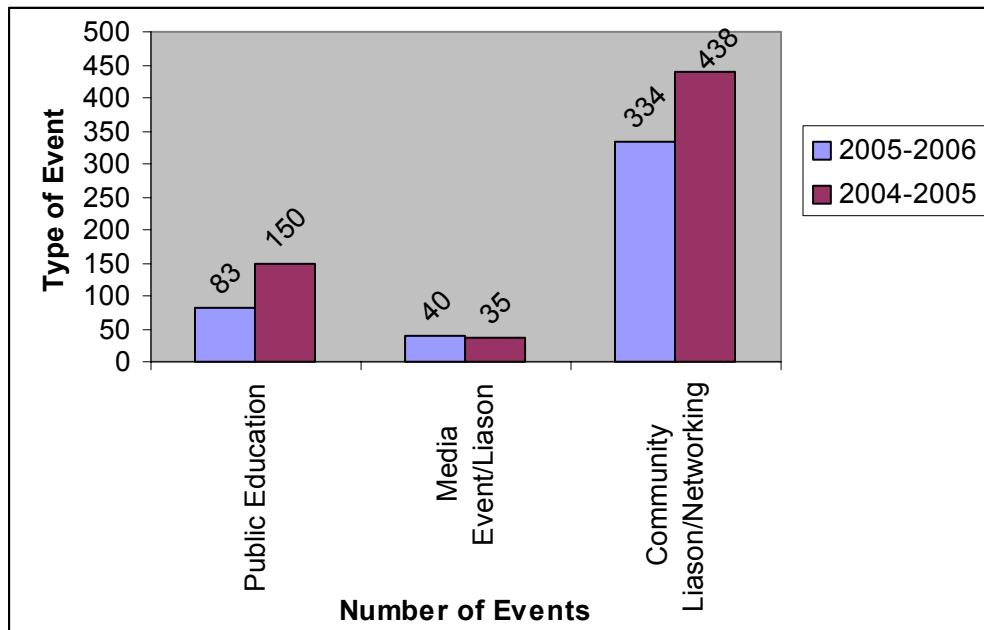
“ Being referred to available resource personnel. “

Crime victim’s response to what part of victim services was most valuable.

Section 7: In what types of community activities were victim services involved?

In addition to providing direct services to victims of crime, victim services also participate in community activities. Community activities include public education, media events and networking. The goal of community activities is to improve the coordination and delivery of services to victims of crime. Through community activities victim services work with others to build processes, structures and protocols to better serve victims of crime. These activities can also serve to increase awareness about victims' needs and concerns.

Graph 7.0 Community events by type and year



Graph 7.0 compares the number of community activities in 2005/06 to those in 2004/05. In 2005/06 the number of public-education events (83) in which victim services participated decreased by 45% when compared to 2004/05 (150). Similarly there was a 24% decrease in the number of community liaison/networking events in 2005/06 (334) compared to 2004/05 (438). The number of media events in which victim services participated increased 14% from 35 in 2004/05 to 40 in 2005/06.

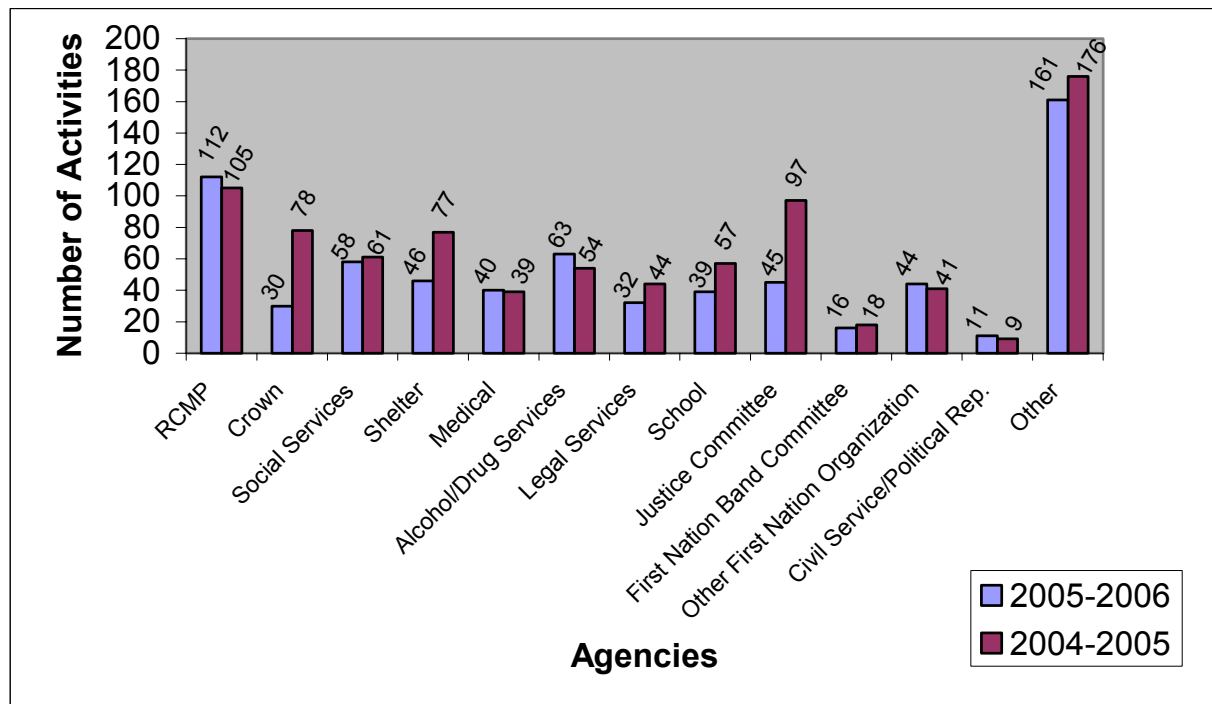
Staff turnover with sponsoring agencies along with heavy caseloads are a contributing factor to the decrease in community activities.

Table 7.1 on page 31 lists the highlighted community activities by community-based victim services programs for 2005/06.

Table 7.1 Highlight activities by program for 2005-06

<i>Victim services program</i>	<i>Highlight activities</i>
Inuvik Victim Services	<ul style="list-style-type: none"> • Outreach visit to Aklavik to inform caregivers about victim services. • Participated in a panel discussion on the topic of criminal harassment. • Member of a subcommittee focusing on developing programming for women who have been or who are at risk of being abused by their partners.
Fort Good Hope Victim Services	<ul style="list-style-type: none"> • Assisted in responding to flood victims in the spring of 2005 • Developed and supervised of a Girls Sewing Group. • Coordinated and secured funding for a Healing from Family Violence Workshop for victims of family violence.
Yellowknife Victim Services	<ul style="list-style-type: none"> • Hosted a panel discussion on the issue of Community Coordination in Response to Family Violence • Coordinated at Family Violence Awareness Luncheon in mid-October 2005 • Sponsored the Youth for Change Project funded by the National Crime Prevention Centre.
Hay River Victim Services	<ul style="list-style-type: none"> • In partnership with the Wellness Centre, providing anti-bullying training to Gr. 4, 5 & 6 students at the Chief Sunrise Education Centre on the Xátł'odehchee Reserve • Secured funding from the federal victims fund to conduct awareness raising activities in conjunction with the first ever National Victims Awareness Week, April 2006. • Information about Victim Services to the Wellness Workers on the Xátł'odehchee Reserve.
Fort Smith Victim Services	<ul style="list-style-type: none"> • Information session to Grade 8 students at the PWK High School on sexual assault and on how to keep safe. • Traditional Parenting Workshop, March 13 – 24th, 2006. • Sutherland House Women's Support Group Workshops on the impact of victimization and other victim of violent crime issues

Graph 7.2 Occurrences of cooperation with other agencies in community events by year



Graph 7.2 shows the number of occurrences of cooperation by victim services with other agencies in community events, comparing those in 2004-05 to those in 2005-06.

The top 5 agencies with whom victim services participates continues to be other* (161), followed by the RCMP (112), alcohol and drug services (63), social services (58) and Justice Committees (45).

This year there was an increase in activities with the RCMP, alcohol and drug services, First Nations, medical and with the civil service and or political representatives. The percentage increase in number of activities between 2004-05 and 2005-06 by agency is noted below:

- RCMP: up 7 or 7%
- Alcohol and drug services: up 9 or 17%
- First Nations: up by 3 or 7%
- Medical: up by one or 3%
- Civil service/political representatives: up by 2 or 22%

The increased work with one RCMP detachment resulted in an improved referral protocol and a significant increase in the number of crime victims receiving services.

Activities with the remaining 8 categories of agencies decreased between 2004-05 and 2005-06. Again, this is likely due to staff turnover vacancies and increasing caseloads.

The percentage decrease in the number of activities by agency category is listed below:

- Crown: down 48 or 62%
- Social services: down 3 or 5%
- Shelters: down 31 or 40%
- Legal services: down 12 or 27%
- Schools: down 18 or 32%
- Justice Committees: down 52 or 54%
- First Nations: down 2 or 11%
- Other*: down 15 or 9%

Conclusion: In 2005-06 victim services' work with other community agencies, especially with the RCMP resulted more crime victims receiving more services.

*Other organizations include: the Territorial Women's Correctional Centre, Family Counselling/Mental Health, the NWT Victims Working Group, interagency, local FASD group, the media, retail establishments, Aurora College, the local Seniors Society, members of the public, the National Crime Prevention Centre, the Girls Craft Group, the Take Back the Night March planning committee, the Emergency Protection Order Advisory Committee, the South Mackenzie Correctional Centre, health committee, the local Treatment Centre, the National Addictions Awareness Week Planning Committee, a regional Justice Conference/RCMP Consultation, alcohol committee, the case management committee, Emergency Measures Organization meetings, career fair planning committee, homeless shelter, Arctic Tern Young Offender Facility, the Coalition Against Family Violence, consultants, the Family Violence Protocol Development, the Committee, student residence, women's shelter, Mothers Against Drunk Driving, and last but not least, training with mental health and victim services volunteers.

“ (Victim services) have a good rapport in (the) community – work cooperatively.”

One of the things victim services does well

Section 8: What roles did volunteers play in providing victim services?

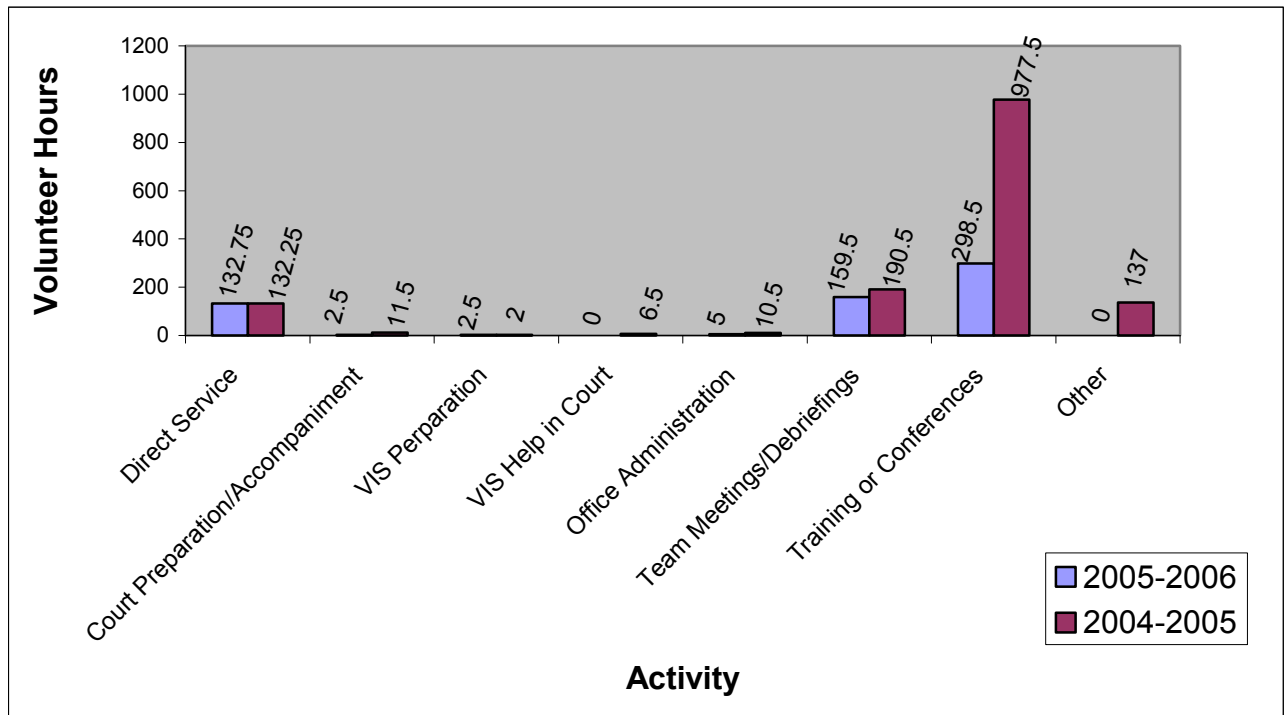
Each of the five ongoing victim services programs has victim services volunteers who provide services after regular office hours and on weekends.

Victim service volunteers are screened to determine their suitability for service delivery. After they have been accepted for service as volunteers, they are trained in how to provide services to victims of crime.

Often, the RCMP request victim services volunteers to support victims of reported crime at the time the offence is reported. This frees up the RCMP to continue with their investigation while victim service volunteers help victims to deal with the emotional impact of crime trauma.

The areas of activity and service that victim services volunteers track their time include: direct services; court preparation/accompaniment; victim impact statement preparation; victim impact statements help in court; office administration; team meetings/debriefings; training or conferences; and time spent on call; as well as other activities.

Graph 8.0 Volunteer hours by category of service/activity by year.



NOTE: On call hours were removed from this table to make the other services/activities more visible/comparable.

Graph 8.0 shows the volunteer hours by category of service/activity comparing 2004-05 to 2005-06. Without on call hours, victim services volunteers contributed a total of 1,468 hours in 2004-05 compared to 601 hours in 2005-06.

This graph shows victim services volunteers were very affected by staff turnover in 2005-06. Without program coordinators there is no one to schedule, supervise and account for volunteer activities. It takes time for new program coordinators to get up to speed with their many responsibilities including volunteer recruitment, training and supervision.

Between 2004-05 and 2005-06 the total number of volunteer hours decreased by 6,880 hours or 48%.

Comparing the two years, 7 out of 9 categories of volunteer service time decreased while two increased.

In 2005-06 the number of hours volunteers spent helping victims to complete victim impact statements increased by one hour or 50%, as did the number of hours spent on delivering direct services to crime victims.

On call hours (not on the graph) totalled 12,829 hours in 2004-05 then decreased by 6,010 hours or 47% to a total of 6,821 hours in 2005-06. The reduction in on call hours could be attributed to loss of information between outgoing and incoming staff.

In 2005-06 no time was recorded as being spent at other activities or helping crime victims with their Victim Impact Statements in court.

The categories of volunteer service time decreases between 2004-05 and 2005-06 are listed below:

- Court accompaniment: down 9 hours or 78%
- Office administration: down 6 hours or 52%
- Meetings: down 41 hours or 22%
- Training: down 679 hours or 69%.

Conclusion: In 2005-06 staff turnover seriously compromised victim services volunteer work.

Part III: Conclusion

NWT community based victim services has reached a critical mass.

In 2005-06 there were fewer people serving more crime victims who are affected by extremely violent crime, the nature of which we have not seen during the past 5 years. According to the GNWT's Resource Development Impact report the number of violent crime incidents is forecast to reach approximately 27,514 by 2014.

In order to be well equipped to handle future challenges that large scale resource development may bring, victim services needs more resources.

Victim services sponsoring organizations have not had an increase in contribution funding in over 10 years. This situation of victim services doing more with less is no longer acceptable.

Victim services staff turnover in the past year may in part be due to qualified staff leaving program coordinator positions for jobs that offer better salaries and benefits. Results of staff turnover, such as interruption in volunteer support, are evident in this year's report.

To adequately support an effective community-based model of victim services delivery GNWT needs to provide increased funding so victim services sponsoring organizations can offer competitive salaries and benefits. Increased funding will hopefully help retain victim services staff.

This year has shown that there is also a need for more resources for specialized counselling/debriefing services for crime victims and victim services workers. Victim services worker access to professional support to help cope with the effects of dealing with increasingly more difficult cases will improve working conditions.

Well paid and supported victim services workers will be in a good position to better face and cope with the challenges of the future needs of NWT crime victims.

NWT crime victims need access to criminal injuries compensation to offset the significant costs associated with permanent disabilities sustained as a result of crime injury.

With the emergence of the "professional-ization" of victim services, perhaps it is time for the NWT to re-examine the appropriateness of our current model of victim services delivery.