

COMMUNITY & CORRECTIONAL SERVICES DIVISION

Director: David P. O'Brien, Q.C.

Introduction

Community and Correctional Services Division is an essential part of the Criminal Justice System in protecting the public and contributing to the rehabilitation of youth and adult offenders by providing community and custody programs. The Division provides support services to the courts and victims of crime. It also contributes to new initiatives involving victim issues, crime prevention, public education, research, policy and program development.

April 1, 1998 marked the date of the reunification of the three sections which comprise the Community and Correctional Services Division: Victim Services, Community Services, and Correctional Services. This reunification has enabled a highly responsive and integrated approach to be taken to the many diverse issues which have faced the Division.

The highlight of the past fiscal year was the professionalism and commitment of staff who, although faced with continual change, continued to provide high quality programs and services. Their efforts are recognized and appreciated.

CORRECTIONAL SERVICES SECTION

Correctional Services is comprised of five institutions: two adult (Provincial Correctional Centre, Prince County Correctional Centre); three youth (P.E.I. Youth Centre, Georgetown Youth Centre, and Tyne Valley Youth Centre). Primary functions are: sentence administration, remand, lock-up, court support, open and secure custody. The combined bed capacity is 166.

Internal programs include: academic, woodshop, addictions, life skills, employment preparation, anger management, community service. All facilities are available to community users for: meetings, recreation, training, educational tours.

Section Summary

There were no escapes from facilities, and a significant drop in the number of critical incidents in 1998/1999. Although client demand remained within bed capacity; client need and risk levels varied (e.g. youth and adult female offender, Exchange of Service Agreement transfers, pre and post psychiatric care).

Human Resource initiatives included: organizational survey, Family Awareness program Pilot, Critical Incident/Investigations Training. Program audits, policy reviews, client profiles were completed. Outstanding challenges for next year include: legislative change, medical/clinical support services for adult offenders, physical housing and programming for female offenders, long-term human resource planning, upgrading of interagency protocols.

ADULT CUSTODY PROGRAMS

General Overview

The number of inmates processed for transfer to a Federal Institution was twelve (12). This included eleven (11) males and one (1) female sentenced by P.E.I. Courts; six (6) males and one (1) female who were Federal Parole Violators returned to a Federal Institution for Breach of Parole.

The per diem billing rate under the Exchange of Service Agreement with Correctional Services Canada for the transfer of inmates was 131.97 per day for the 1998-1999 fiscal year.

Highlights & Initiatives

1. Twenty-five (25) correctional officers completed Divisional core training and were honoured in a ceremony.
2. The 20th Anniversary of the Provincial Correctional Centre was celebrated in May 1999. An open house was held with approximately 150 members of the public, staff and officials in attendance.
3. Community Service projects completed by inmates and supervised by Provincial Correctional Centre staff include painting and repair to the following community facilities/organizations.
 - St. Joseph's Church, Kelly's Cross
 - Crapaud Church
 - Rocky Point Community Centre
 - Hampton United Church
 - Gencheff Children's Camp
 - Miltonvale Fish Ladder Project
4. Public drunkenness offenders (Lock-Ups) continue to present a medical and security concern. Insurance and Risk Management Services have been advised of this issue, and are providing consultation.
5. Housing, staffing and programming issues for female inmates remain a challenge within male dominated correctional centres.
6. A Program Inventory of programs offered internally to inmates was completed in September 1998.
7. A Client Profile Study of provincial inmates was completed in March 1999 by Provincial Correctional Centre staff. This detailed study outlines the demographics, developmental/risk factors and offense types of inmates, and will provide the basis for planning in the area of client service delivery and programming.
8. The Attendance Management System introduced in the last fiscal year has had a positive impact lowering leave usage by staff significantly.
9. A Family Awareness Program was developed and introduced at the Provincial Correctional Centre, as part of an overall strategy to improve employee supports and wellness.
10. Concerns regarding medical services and distribution of medications resulted in Management seeking a review by Insurance and Risk Management Services in the Spring of 1999. This review will become part of a further analysis this Fall of the medical services offered in Adult Facilities.

11. Planning in the area of Human Resources is underway. An Organizational Survey was completed in the Spring of 1999, and this comprehensive document will be used in developing a long-term plan regarding demographics, forecast requirements, and the challenge of meeting changing system needs.
12. Improvements were made to the physical plant at Provincial Correctional Centre, including a capital project repairing the roof. Air quality issues continue to be monitored by Public Works, and the internal Occupational Health and Safety Committee.

STATS FOR ANNUAL REPORT OF APRIL 01, 1998 - MARCH 31, 1999 PROVINCIAL CORRECTIONAL CENTRE		
Sentenced	Admissions	Inmate Days
Male	365	17179
Female	42	1288
Total	407	18467
Remand		
Male	94	2193
Female	5	139
Total	99	2332
Lock-up		
Adults - Male	858	858
- Female	69	69
Total	927	927
Young Offenders - Male	53	53
- Female	6	6
Total	59	59
Total Lock-up	986	986
Total	1492	21785
Prince Correctional Centre		
Sentenced	Admissions	Inmate Days
Male	240	4909
Female		
Total	240	4909
Remand		
Male	57	574
Female		
Total	57	574
Lock-up		

STATS FOR ANNUAL REPORT OF APRIL 01, 1998 - MARCH 31, 1999 PROVINCIAL CORRECTIONAL CENTRE		
Adults - Male	508	508
- Female	32	32
Total Lock-up	540	540
Total		6023

YOUNG OFFENDER CUSTODY PROGRAMS

Highlights

The following initiatives were taken in 1998-1999:

- Various Community Service Projects (e.g. Cardigan Fish Hatchery, Camp Tamawaby, local cemetery clean-ups, painting community centres/churches/etc.).
- Program support to various youth organizations/agencies (e.g. Boys and Girls Club, Educational Alternatives Programs, Crime Stoppers, Crime Prevention).
- Extension of centre programs to communities (e.g. Anger Management, parenting courses, drug/alcohol awareness).

Special Events

- Family Christmas Dinners
- School Closings/Awards
- 10th Anniversary/Open House, P.E.I. Youth Centre
- Community use of centres by: youth groups, Women's Institute, seniors club, Regional Health Authorities for meetings, recreation.

Statistical Highlights

YOUNG OFFENDER ADMISSIONS 1998/1999		
	SECURE	OPEN
SENTENCED	45	59
REMAND	91	
TEMPORARY DETENTION	84	
PLACE OF SAFETY	2	
TOTAL ADMISSIONS	222	59

YOUNG OFFENDER RESIDENT DAYS 1998/1999			
P.E.I. YOUTH CENTRE (SECURE)	GEORGETOWN YOUTH CENTRE (OPEN)	TYNE VALLEY YOUTH CENTRE (OPEN)	TOTAL DAYS
5319	1772	1104	8195

COMMUNITY SERVICES SECTION

General Overview

The Community Services Section of the Division is responsible for the planning, administration and delivery of the following community-based correctional programs and services: Probation Services (Adult and Young Offenders); Family Court Services; P.E.I. Community Justice Resource Centre; and, the Alternative Residential Placement/Community Youth Worker Program. As well, the Section has responsibility for supporting, partnering in program development and/or liaising with community interests and other organizations/services on community justice and restorative justice initiatives; alternative dispute resolution approaches; program innovation and service delivery, including early intervention initiatives; supporting/assisting in community/public education efforts on justice and community corrections matters; supporting and/or promoting crime prevention and community safety strategies; and, for liaising on aboriginal justice matters.

There are currently thirty-one full-time staff permanently attached to Community Services working from offices situated across the province who are involved in direct service delivery, administrative support and/or program management/coordination. Sectional staff resources are augmented by administrative support staff of other departments (Regional Services Centre locations), and in program delivery by other provincial staff resources (i.e. other areas of the Division, Education, Mental Health, Child and Family Services); as well as by, volunteers, student placements and project staff who are welcomed and engaged on an ongoing basis as interest and opportunities arise.

PROBATION SERVICES

Probation Services is comprised of two regional managers (Eastern P.E.I., and Western P.E.I.), twelve full-time probation officers, and three full-time administrative support staff that deliver the following province-wide community-based correctional programs and support services to the adult criminal and youth courts: case management and supervision of youth and adult probation orders; investigation and preparation of Presentence, Predisposition and Progress Reports as requested by the courts; the development and management of Alternative Measures Contracts for youth and adult cases referred through Crown Counsel; the supervision and management of Conditional Sentence Orders/Cases; the processing and management of adult and youth cases under the provincial Fine Option Program; and for ensuring appropriate action and follow-up in cases of default or non-compliance with Court Orders and Alternative Measures Agreements.

Probation officers utilize an established case classification process to assess client needs and risk levels in order to determine and implement appropriate supervision, intervention and case management strategies. Clients are referred to a variety of services and individual or group treatment/education programs depending on assessed needs and specific requirements of the case (i.e. court orders). Such programs include: alcohol and/or drug treatment (or education) programs; mental health services; anger management programs; life skills and employment preparation programs; parenting programs; the Turning Point Program; the Sexual Deviancy Assessment and Treatment Program, and a variety of other programs or services which address criminogenic issues, presenting problems, and support the needs of a particular client, including the requirements of his/her sentence or disposition. Probation staff participate in or support a number of community-based initiatives or approaches (i.e. joint case management, program development, community development, interagency committees, resolution of service delivery issues) at the individual case, program and systems levels.

As of March 31, 1999, there were a total of 1,007 active cases under the supervision of Probation Services across P.E.I., 771 adult cases (77% of all cases), and 236 young offender cases (23% of all cases). A total of 318 Court reports (204 presentence reports (64% of all reports and 114 predisposition reports (36% of all reports) were completed and submitted to the courts across the province during the past fiscal year. Please refer to Table 1-1 and Table 1-2 for a summary of program statistics for Probation Services for the fiscal year 1998-1999.

PROBATION SERVICES					
CASELOADS/WORKLOADS - ADULT OFFENDERS					
FISCAL YEAR 1998-1999					
TABLE 1-1					
	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>TOTAL</i>
CASES UNDER SUPERVISION (NOTE - END OF QUARTER)	891	862	849	771	Average 843 cases/day
NEW PROBATION CASES OPENED	170	176	112	106	564
COURT REPORTS (PRE-SENTENCE)	51	50	33	70	204
NEW CHARGES (BREACHES)	36	33	40	48	157
NEW ALTERNATIVE MEASURES OPENED (ADULTS)	18	18	15	29	80
CONDITIONAL SENTENCES UNDER SUPERVISION (NOTE - END OF QUARTER)	10	5	5	15	Average 9 cases/day
NEW CONDITIONAL SENTENCES OPENED	8	4	8	13	33

**PROBATION SERVICES
CASELOADS/WORKLOADS - YOUNG OFFENDERS
FISCAL YEAR 1998-1999
TABLE 1-2**

	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>TOTAL</i>
CASES UNDER SUPERVISION (NOTE - END OF QUARTER)	265	270	239	236	Average 253 cases/day
NEW PROBATION CASES OPENED	91	106	117	59	373
COURT REPORTS (PRE-DISPOSITION)	28	23	25	38	114
NEW CHARGES (BREACHES)	14	9	18	24	65
NEW ALTERNATIVE MEASURES OPENED (YOUTH)	14	25	49	41	129

Highlights & Initiatives

1. Conditional Sentence Orders and Alternative Measures referrals for adults continue to be utilized as viable options. There has been a notable increase in the number of Conditional Sentence Orders under the supervision of Probation Services, particularly in Eastern P.E.I. (Charlottetown area and Kings County).
2. Adult and young offender caseloads have shown an overall decrease in the past fiscal year compared to the caseloads experienced in 1997-1998. Over the past fiscal year, there were an average of 843 adult cases under the supervision of Probation Services on any given day compared to 867 cases during the preceding fiscal year; and 253 youth cases on any given day compared to 297 cases the previous year. The overall decrease in youth and adult caseloads, particularly in the Western part of the province, is offset by the increasing complexities (i.e. risk/need levels) of caseloads.
3. Time required by probation officers to investigate and prepare court reports increased this past fiscal year as a result of increased requests for these reports from the courts. In 1998-1999 there were a total of 318 court reports completed (204 presentence and 114 predisposition reports) compared to 248 reports in fiscal year 1997-1998 (153 presentence and 95 predisposition reports).
4. Probation Services reached full staffing complement of currently allocated positions over the past fiscal year. There is a balance between new and experienced staff which provides an effective operational complement and provides opportunities for staff development, promotion, secondment opportunities, and succession planning.
5. Offices of Probation Services in Summerside were relocated in April 1998 from the Court House to Access P.E.I. This provided additional office space to meet requirements, improved

accessibility, etc.

6. Probation offices continued to be computerized which is continuing to have a positive impact on caseload and workload management, increased communication, and ease of access to required information/documentation for case management purposes.
7. Development of new monthly statistical reports to provide for a more detailed reporting, tracking and analysis of caseloads/workloads was completed and implemented.
8. Confirmation of additional and, reorganization of existing, administrative support staff was undertaken in the Charlottetown office which increased day-to-day support to probation officers and other Community Services staff located at Customs House.

FAMILY COURT SERVICES

Two Family Court counsellors, one of whom functions as team leader, provide the following province-wide services: the preparation of court ordered reports (Home Studies) respecting custody and access of children for the P.E.I. Supreme Court, Trial Division, Family Section; mediation services in family related matters (i.e. division of family property, child support, child custody and access); referral of clients to required services including: Turning Point Program; Addiction Services; Child and Family Services; Mental Health Services; Victim Services, and parent education programs.

Family Court counsellors provide educational and informational sessions to the public and to families on the effects of separation and divorce on children and separating parents. As well, Family Court counsellors are involved in and support various professional organizations dealing with family and social casework related issues (i.e. Mediation P.E.I., P.E.I. Social Work Association, Child Sexual Abuse Interagency Committee).

Work demands placed on Family Court counsellors over the past fiscal year are outlined in the following table.

<i>FAMILY COURT COUNSELLORS CASELOADS/WORKLOADS FISCAL YEAR 1998-1999 TABLE 2</i>					
	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>TOTAL</i>
MEDIATION	23	24	14	59	120
COURT REPORTS	7	8	6	1	22

Highlights & Initiatives

1. Relocation of Family Court Counsellors' offices to Customs House in Charlottetown was undertaken and completed during the year.

2. Family Court Services has now been provided with a fifty percent administrative support position through the realignment of administrative positions within Community Services.
3. Family Court Services assisted in the development of a new program entitled "Positive Parenting From Two Homes". This program is being piloted and evaluated on an ongoing basis.
4. Family Court Counsellors have had opportunities to acquire specialized training and developmental opportunities during the year through attending such events as: Family Violence and Mediation Seminar; participating in an education program on "Custody and Access Mediation; attending a workshop on "Developing Parenting Plans"; and, attending a training day on "Child Views" (a computerized software program used in the calculation of child support in accordance with the Child Support Guidelines).
5. Both Family Court Counsellors were presented Certificates of Achievement by Mediation P.E.I. Inc., in recognition of successfully completing the training requirements for family mediation as established by Mediation P.E.I. Inc.
6. Family Court Counsellors assisted in community presentations across the province focusing on the effects of separation and divorce on families and children as well as providing information on the Child Support Guidelines.

P.E.I. COMMUNITY JUSTICE RESOURCE CENTRE

The P.E.I. Community Justice Resource Centre was opened in March 1995 as a jointly funded and supported initiative between the Correctional Service of Canada, Community and Correctional Services (P.E.I.), and the five Regional Health Authorities. The Centre and its programs, is now administered and funded with a separate budget under Community Services within the Community and Correctional Services Division, and is staffed by a Program Coordinator and two speciality positions (Turning Point Coordinator and Sexual Deviancy Specialist). The Centre continues to be supported in program delivery by other Divisional staff and by resources accessed from the Regional Health Authorities (Child and Family, Mental Health, etc.), other provincial government departments, as well as by parole officers of the Correctional Services of Canada. The Centre provides or coordinates assessment and individual and group programs to offenders and the general community, primarily adult-aged clients, who are referred from the Courts, Correctional Services or other agencies and/or individuals across the province (i.e. Addiction Services; Child and Family Services; Medical Services; Psychiatric and/or Mental Health Services; families and self-referrals).

Programs are focused on assisting and supporting individuals experiencing significant personal difficulties and offending or high risk behaviour to function within their families, interpersonal relationships and community environments in an adaptive law-abiding manner. All interventions and treatment approaches are directed towards understanding and changing inappropriate and oftentimes harmful personal behaviours, values, beliefs and attitudes. The Centre's programs and resources are designed to assist and support individuals and communities in the development of healthy and safe personal, family and community relationships, and lifestyles - thus the Centre and its programs contribute to and support crime prevention and community safety efforts.

Specific programs offered by the Centre include: assessment, treatment and follow-up support maintenance programs and preventative programs for sexual deviancy for adults, adolescents and children ages 6 to 12, regardless of whether or not the behaviour has resulted in formal charges

before the Court; the Turning Point Program (a group treatment/counselling program for men aimed at addressing violent behaviour and related issues arising from domestic/family relationships); anger management programs for male and female clientele; a provincial Substance Abuse Program; Cognitive Living Skills Program; Personal Development and Change Program; parenting programs; as well as one-to-one programming for clients who are assessed as not being ready to participate in group programs in the area of anger management, substance abuse or sexual deviancy.

Two programs developed by the Correctional Service of Canada are delivered by Correctional Services of Canada staff resources (parole officers) through the Centre, those being the “Living Without Violence Program”, and the “Cognitive Living Skills Program”.

All of the aforementioned programs are delivered or facilitated by one of the three full-time staff resources assigned to the Centre, often assisted by co-facilitators who are recruited and trained in the specifics of the program and in group facilitation from within the Division or from other community, health, or government departments/agencies.

<i>P.E.I. COMMUNITY JUSTICE RESOURCE CENTRE PROGRAMS OFFERED & PARTICIPANT NUMBERS FISCAL YEAR 1998-1999 TABLE 3</i>			
Program Offered	Total Participants	Females	Males
Male/Female Anger Management Program (10 Programs Delivered)	80	25	55
Turning Point Program (5 Groups: 3-Charlottetown; 1-Montague; 1-S' side)	48	0	48
Personal Development & Change (4 Groups - 2 Males & 2 Females)	29	11	18
One-to-one Counselling/Intervention	23	5	18
Sexual Deviance Treatment (2 groups)	15	0	15
Sex Offender Support Maintenance Group (Follow-up to treatment)	9	0	9
Female Anger Management Follow-up	9	9	0
Adolescent Sexual Deviance Treatment	2	0	2
Touching Problems Group (Pre-adolescent 8-12 year olds). Pilot in Montague	3	0	3
Total Number of Program Participants	218	50	168

***P.E.I. COMMUNITY JUSTICE RESOURCE CENTRE
PROGRAMS OFFERED & PARTICIPANT NUMBERS
FISCAL YEAR 1998-1999
TABLE 3***

Sexual Deviance Assessments	63	1	62
Turning Point Assessments	73	0	73
Other Program Assessments	143	36	107

Highlights & Initiatives

1. Completion and distribution of the Centre's educational video.
2. Completion of draft copies of pamphlet for the use of community members regarding Facts About Sexual Abuse and Sexual Abusers. Prepared by the Sexual Deviancy Specialist and supported by the Provincial Child Sexual Abuse Prevention Steering Committee.
3. Acquisition of RCMP funding for the development of a Dating Violence/Healthy Relationship video. Joint partners are the Centre, Eastern School District, Premier's Action Committee on Family Violence, and R.C.M.P. National Headquarters.
4. Correctional Services of Canada Commissioner, Olie Ingstrup, visited the Centre in November 1998.
5. Female support/follow-up group for Anger Management participants started at the Centre.
6. An article in "Let's Talk" (Correctional Services of Canada) was published in September 1998, focusing on the Centre's programs.
7. The Turning Point Coordinator was active in the delivery of information sessions on the nature and impacts of domestic abuse/assault to medical professionals throughout the province.
8. Touching Problems Group for pre-adolescents was piloted in King's County under the direction of the Sexual Deviancy Specialist.
9. The Sexual Deviancy Specialist and the Turning Point Coordinator delivered presentations to the High Risk Offender Workshop in April 1998.
10. The Centre Coordinator had a submission accepted by the Canadian Law Commission on the topic of Restorative Justice and Restorative Practice.
11. The Monarch Phalometric testing unit was purchased for use in the assessment and monitoring of sex offenders and the Centre has become an international test site related to the continuing development of phalometric testing.
12. It is interesting to note an increase in the demand, as evidenced by the number of referrals, for anger management programs for women.

ALTERNATIVE RESIDENTIAL PLACEMENT AND COMMUNITY YOUTH WORKER PROGRAM

This province-wide program consists of a coordinator, 5.5 full-time community youth workers, an administrative support person and a network of privately operated homes which provide residential resources for young offenders under contract. The overall mandate of these programs is the

prevention of youth crime and the reduction of recidivism through the support and assistance provided by staff and community residential placements.. Emphasis is placed upon the successful reintegration of youth back into their families and the community. Referral for these programs are received from Probation Services; Child and Family Services; Youth Centres; Mental Health; Education; families; self, etc.

The Community Youth Worker component of this program offers the following services:

- Case Management (assessment, case planning and intervention with other services/agencies), one-to-one counselling, supervision and support services to high-risk youth and their families.
- Support to Alternative Residential Placement homes and youth within these homes through regular contact, consultation, and liaising with other agencies and community organizations.
- Identify and facilitate preventative programs for youth and their families within the community including group and individual programs, such as: Anger Management; Peer Helper; Effective Parenting of Teens, etc.
- Conduct regular home visits to assess and strengthen family and community functioning.

The Alternative Residential Placement component consists of financial resources to contract with private homes situated across the province which, after screening and departmental approval, can be contracted to provide residential resources for high risk/high need young offenders in need of safe, structured residential resources outside of, or as a complement to, their natural homes. Placement decisions are assessed and determined on an individual case basis, as an integral component of an overall case management plan. These homes and substitute family settings provide an effective and efficient alternative to custody for youth who have a residency clause in their probation order or as an open custody alternative. The average placement period is three to six months with the home providers offering guidance and support during these stays in such areas as: life skills, education and structured community involvement and activities. Professional development and training opportunities, as well as ongoing support and supervision are made available to these homes and youth placed in these homes by the program coordinator and community youth workers.

<i>TABLE 4-1</i>					
<i>COMMUNITY YOUTH WORKER PROGRAM - ONE-TO-ONE CLIENTS</i>					
	<i>QUARTER 1</i>	<i>QUARTER 2</i>	<i>QUARTER 3</i>	<i>QUARTER 4</i>	<i>TOTAL</i>
New Referrals	16	15	17	18	66
Files Closed	14	15	18	14	61
Active Files At Quarter End	65	62	59	62	
Total Youth Served	75	75	77	77	141

Highlights & Initiatives

1. As of March 31, 1999, there were twelve (12) Alternative Residential Placement homes approved for use across the province.

2. During the past year, twenty-five (25) youth resided in Alternative Residential Placement homes, nine (9) under Open Custody Designation and sixteen (16) youth under Direction to Reside. While there were additional referrals for placement, financial restrictions limited the number and type of placements during the year.
3. One hundred and twenty four (124) youth across the province received one-to-one service under the Community Youth Worker Program during the year.
4. Community Youth Workers facilitated/co-facilitated twenty-three (23) group education programs across the province in the areas of Anger Management, Self-Esteem, and Healthy Relationships.

**TABLE 4-2
ARP RESIDENT DAYS**

<i>MONTH</i>	<i>TYPE OF RESIDENCY</i>			<i>MONTHLY TOTAL RESIDENT DAYS</i>
	<i>VOLUNTARY PLACEMENT</i>	<i>DIRECTED TO RESIDE</i>	<i>CUSTODY PLACEMENT</i>	
April, 1998	0	138	7	145
May, 1998	0	127	0	127
June, 1998	0	78	28	106
July, 1998	0	36	56	92
August, 1998	0	25	31	56
September, 1998	0	40	41	81
October, 1998	0	58	61	119
November, 1998	0	105	107	212
December, 1998	0	114	96	210
January, 1999	0	104	59	163
February, 1999	0	56	20	76
March, 1999	0	82	3	85
Total ARP Days FY 98/99	0	963	509	1472
% of Each Type of Residency Based on FY Total	0.00%	65.42%	34.58%	100%

VICTIM SERVICES SECTION

Victim Services has provided a criminal justice system based service to victims of crime province-wide since April, 1989. Offices are located at 3 Queen St. in Charlottetown and 263 Harbour Dr. in Summerside.

Victim Services' mission is to provide a client-centred service to victims of crime, ensuring respect for their dignity and privacy. Victim Services assists clients throughout their involvement in the criminal justice process.

Most referrals to Victim Services come from municipal police and RCMP across the province and Victim Services staff follow up from the initial police response to victims of crime. In some cases, victims contact Victim Services prior to reporting to the police.

Victim Services cases are categorized in the following classifications: general, sexual abuse, wife abuse, other family abuse, and commercial/institutional. The following table illustrates the total and percentage of each type of case opened in 1998/99. The table also indicates the police agency involved with each case. In 1998/99, 42 percent of Victim Services new cases involved general victims; 37 percent wife abuse victims; 14 percent sexual abuse victims; 6 percent other family abuse victims; and 1 percent commercial/institutional victims.

Victim Case Classification New Cases - 1998/99

Police Jurisdiction	General	Sexual Abuse	Wife Abuse	Other Family Abuse	Commercial/ Institutional	TOTAL
Alberton RCMP	15	12	22	2	1	52
Borden PD	3	0	1	0	0	4
Ch'town PD	151	22	91	17	0	281
Ch'town RCMP	12	9	43	7	1	72
Kensington PD	5	2	1	0	0	8
Montague RCMP	20	14	20	0	0	54
S'side RCMP	16	8	24	4	0	52
S'side PD	49	16	26	3	5	99
Souris RCMP	9	7	20	7	0	43
Out of Province	2	5	1	0	0	8

Police Jurisdiction	General	Sexual Abuse	Wife Abuse	Other Family Abuse	Commercial/ Institutional	TOTAL
No Police Involvement	0	1	1	0	0	2
GRAND TOTALS	282	96	250	40	7	675
PERCENTILE	42	14	37	6	1	100

The total of 675 new cases represents a decrease of 42 when compared with the 1997/98 fiscal year. In addition to the 675 new cases, 489 cases from previous years continued to be active.

Assaults, including all levels of assault from common assault to aggravated assault, are by far the most frequent type of crime in Victim Services cases, representing 41 percent of the new cases in 1998/99. The next most frequent types of crime for Victim Services cases were sexual assault (14%) and harassment (12%). In 1998/99, threats (7%) and break and enter (7%) were also frequent crimes in Victim Services new cases.

The victim and suspect or offender were known to each other in 495 of the 675 new cases. There was a family-type relationship in 321 of these cases. In family-type cases, the suspect or offender was most frequently a husband (69 cases) or common-law husband (62 cases). The most frequent non-familial relationship was general acquaintance (113 cases).

The proportion of Victim Services clients victimized by adult offenders compared with young offenders has been quite consistent over the years. In 1998/99, in 91 percent of Victim Services cases, the offenders were adults.

Age ranges of Victim Services' new clients were as follows: under 12 years (3%); 12 - 20 years (18%); 21 - 40 years (37%); 41 - 60 (12%); 61 and over (4%); unknown/not applicable (26%). Seventy-two percent of Victim Services' new clients were females.

Assistance provided to victims of crime included: information about case status, the criminal justice system, and court procedures; investigation of applications for criminal injuries compensation; emotional support and short-term counselling; referrals for legal, financial, and long-term counselling services; assistance through the court process and with the preparation of victim impact statements; assistance under the *Victims of Family Violence Act*; and liaison with other criminal justice officials, particularly police, Crown attorneys and corrections.

The level of service provided by Victim Services varies depending on the needs of the client. In 1998/99, 20 percent of clients required a high level of assistance involving many hours of staff time, 39 percent a medium level of assistance and 34 percent a low level of assistance. In 7 percent of the cases, the victims did not respond to the letter sent by Victim Services informing them of the available services. Compared to the previous fiscal year, a higher percentage of clients required a

high or medium level of assistance in 1998/99.

Since September, 1989, Victim Services has been designated by Lieutenant Governor in Council as the program responsible for the preparation and filing of victim impact statements. Victim impact statements outline the physical, emotional, and financial effects of the crime on the victim. After determination of guilt, the judge takes victim impact statements into consideration when deciding on sentence. In 1998/99, 157 victim impact statements were prepared and filed with the court.

Under the *Victims of Crime Act*, Victim Services is responsible for investigating claims for criminal injuries compensation. Victim Services staff also assist victims with preparing their applications and gathering information to support their claims. A lawyer within the Legal Services Division adjudicates claims. In the 1998/99 fiscal year, 35 new compensation applications were filed, 51 were carried over from the previous year, and 20 decisions were made. Sixty-eight compensation files were carried forward to the next fiscal year. Almost twice as many new compensation applications were filed in 1998/99, compared to 1997/98 when 18 new applications were filed.

Victim Services staff participate on the training teams of the *Victims of Family Violence Act* and assist with the ongoing monitoring of the use of the *Act*. In 1998/99, 25 emergency protection orders were granted under the *Victims of Family Violence Act*. This represents a decrease from 34 emergency protection orders granted in 1997/98.

During 1998/99, Victim Services staff continued to have a high level of community involvement, e.g., on interagency committees, regarding matters related to victims of crime.

Victim Services Personnel

Ellie Reddin, Provincial Manager

Jean Profit, Victim Services Worker, Western Region (secondment)

Melody Lane Gay, Victim Services Worker, Eastern Region

Evelyn Marshall, Assistant Victim Services Worker, Charlottetown Area

Beryl Burke, Secretary, Charlottetown Office (retired April/99)

Carol Gallant, Secretary (part-time), Summerside Office