

OFFICE OF VICTIM SERVICES  
*Focusing on a brighter future*

# BIENNIAL ACTIVITIES REPORT

October 1, 2021 – September 30, 2023

## **Submitted to the Judiciary Committee**

Connecticut General Assembly  
Pursuant to Section 54-203 (b) (16) of the  
Connecticut General Statutes

*I wanted to let you know how much I appreciate your attentiveness to my case. Navigating the court system is a feat in and of itself, and I would have never been able to understand this process without your assistance. I appreciate you keeping me updated about all of the dates and continuations, as well as how the case was coming along. When all of this happened, I felt victimized, disoriented and frustrated. Your kindness and compassion made me feel empowered and validated. Your help allowed me to hit the “reset” button in my mind, reminding me that there was a due process and you would be there to help me through it. It is so comforting to know that people like you are available to victims. I am aware you work with many people and situations far worse than mine, and yet, I am sure you treat them all equally with the respect and kindness they so need and deserve. Thank you again for working with me and helping me.*

– Comment received from a victim who accessed OVS services



STATE OF CONNECTICUT  
JUDICIAL BRANCH

CHAMBERS OF  
ELIZABETH A. BOZZUTO  
CHIEF COURT ADMINISTRATOR

231 CAPITOL AVENUE  
HARTFORD, CT 06106

January 15, 2024

Senator Gary A. Winfield, Co-Chair  
Representative Steven J. Stafstrom, Co-Chair  
Members of the Judiciary Committee

It is my pleasure to present this report outlining the activities of the Office of Victim Services for the biennium October 1, 2021 through September 30, 2023. This document is submitted in compliance with Connecticut General Statutes § 54-203 (b) (16).

I hope that you find this report helpful. Please let me know if I can provide you with any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Elizabeth A. Bozzuto".

Elizabeth A. Bozzuto, Judge  
Chief Court Administrator

EAB:sw

c: Chief Justice Richard A. Robinson  
Hon. Anna M. Ficeto, Deputy Chief Court Administrator  
Tais C. Ericson, Executive Director, Superior Court Operations  
Mary Kozicki, Director, Office of Victim Services

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# Office of Victim Services Overview

## *Focusing on a brighter future*

The Office of Victim Services (OVS) is Connecticut's lead agency dedicated to assist victims and their families recover from the emotional, physical, and financial impact of violent crime. OVS provides supportive, victim-centered and trauma-informed services to address victims' critical needs and to ensure victims understand their statutory and Constitutional rights within the criminal and juvenile justice systems, provide a recourse for financial redress, and information and resources for ongoing support. These vital services include:

- victims services advocates at courthouses throughout the state, at the Board of Pardons and Paroles, and staffing a Helpline to assist crime victims navigate the criminal and juvenile justice systems;
- civil protection order application assistance to victims of sexual assault, sexual abuse, and stalking;
- victim notification on criminal court events and changes in an offender's custody status;
- financial reimbursement of certain crime-related expenses;
- sexual assault forensic examinations;
- training to health care professionals on the care of sexual assault patients and the collection of evidence;
- training to criminal justice professionals, victim service community professionals, and the public on victim rights and services;
- funding to community-based nonprofit agencies, who assist in meeting the myriad needs of Connecticut's crime victims.

"I just wanted to inform you that all my bills are now marked PAID! ... Thank you SO much for all your help on this; it's a wonderful thing that you're doing, and it really helped to make a horrible incident a little less stressful.

You've been so kind and helpful and responsive the entire time, and it was a pleasure to work with you both."

- Victim comment about the services received from the Victim Compensation Program

OVS has assisted tens of thousands of crime victims and their families along their journey from crime victim to survivor. This biennial report outlines the activities and the collaborative efforts with other state agencies and community-based victim service agencies to provide seamless services to better meet the needs of Connecticut's crime victims.

## **Biennial Highlights:**

- In April 2021, Market Decisions Research (MDR) of Maine was awarded a U.S. Department of Justice, Office for Victims of Crime grant to conduct a statewide victimization study and victim needs' assessment. MDR released a report of its findings in September 2022, which will guide OVS management in the planning of future victims services in Connecticut.
- In August 2023, Mary Kozicki who has 25 years of experience providing services to crime victims in Connecticut was named Director of the Office of Victim Services. Kozicki replaced Linda Cimino, who retired in July 2023 after serving as the agency's director for more than 23 years.

# Fiscal Services

## OVERVIEW

The Fiscal Services Unit is responsible for ensuring that all grant and program specific funds distributed by OVS are expended in accordance with the grantors' guidelines, state guidelines, Judicial Branch regulations, and OVS policies and procedures, so that effective services to crime victims are provided.

## FUNDING

OVS's primary source of federal funding is the U.S. Department of Justice, Office for Victims of Crime, Victims of Crime Act (VOCA), which provides funds for the Victim Assistance and Victim Compensation Grant Programs.

In addition to the federal VOCA funds, OVS receives state funding to support programs such as victim advocacy services in domestic violence dockets and post-conviction sex offender supervision units, Spanish-language advocacy services in the Safe Connect domestic violence program, counseling for family members of homicide victims, and shelter services to victims of human trafficking.

OVS receives state and federal funding for contracted services with nonprofit community-based agencies to provide information and services to victims of violent crimes and their families.

Through the funding of these organizations, crime victims and their family members receive criminal justice support and advocacy, crisis counseling, therapy, individual and group treatment and support, personal advocacy, referrals, and assistance with filing victim compensation applications.

## Biennial Highlights:

- Due to ongoing reductions in VOCA Victim Assistance funding, the Judicial Branch requested and received \$14.5 million in federal funding under the American Rescue Plan Act (ARPA) for state fiscal year 2022 - 2023. This funding enabled OVS to maintain existing services that would otherwise have experienced 50% reductions in funding.
- During the first year of the biennium, OVS issued a request for proposals for services to crime victims as of July 1, 2022. Due to the receipt of ARPA funding, OVS was able to maintain contracts with existing service providers and added five new contractors to provide services to urban populations in the cities of Hartford, New Haven, and Waterbury as well as rural populations in eastern Connecticut.

## Summary of OVS Revenues by Funding Source

*July 1, 2021 – June 30, 2023*

Federal Awards	FY 21-22	FY 22-23	Total
American Rescue Plan Act	\$ 0	\$14,865,300	\$14,865,300
Victims of Crime Act Victim Assistance	11,329,832	15,626,659	26,956,491
Victims of Crime Act Victim Compensation	1,269,000	755,000	2,024,000
<b>Total Federal Funds Awarded</b>	<b>12,598,832</b>	<b>31,246,959</b>	<b>43,845,791</b>
<b>State Funds</b>			
Alternative Incarceration Program	634,000	634,000	1,268,000
Criminal Injuries Compensation Fund			
Victim Compensation	2,025,000	2,025,000	4,050,000
Contracted Services	967,330	967,330	1,934,660
Forensic Sex Evidence Exams Account			
Forensic Evidence Collection	868,010	848,010	1,716,020
Forensic Interview Reimbursement	280,000	300,000	580,000
Sexual Assault Forensic Examiners	200,000	200,000	400,000
Victim Assistance Contracted Services	206,228	206,228	412,456
Victim Security Account	8,792	8,792	17,584
<b>Total State Funds Awarded</b>	<b>5,189,360</b>	<b>5,189,360</b>	<b>10,378,720</b>
<b>Total Funding</b>	<b>\$17,788,192</b>	<b>\$36,436,319</b>	<b>\$54,224,511</b>

### VOCA VICTIM ASSISTANCE GRANT PROGRAM

The Crime Victims Fund, established by the Victims of Crime Act (VOCA) and administered by the Office for Victims of Crime provides federal funding to community-based victim service agencies to provide services at no cost to crime victims and includes:

- direct services to crime victims;
- improving victim access to services; and
- increasing victim’s knowledge of the criminal justice system.

During this biennium, OVS issued contracts under the Victim Assistance Program totaling \$63,527,511 to 72 nonprofit victim services agencies, who provided services to 258,430 crime victims.

These funded agencies are in each of Connecticut’s eight counties. The cities of Bridgeport, Hartford, New Britain, New Haven, Stamford, and Waterbury have multiple programs that assist crime victims.

#### *Types of Services Supported by Grant Funds*

During this biennium, VOCA funds were used by subcontracting agencies to provide crime victims with a variety of services.

The largest percentage of awarded funds were used for advocacy-based programs; however, OVS provided funding for therapy programs for adults and children, legal aid programs for legal assistance in criminal and civil courts, on-scene crisis response for child victims of crime, and translation and interpreting services for non-English speaking crime victims.

Advocacy programs provided services to victims in courts, shelters, specific towns, and neighborhoods, and on a statewide basis using regional offices. These programs provided victims with crisis counseling, safety planning, assistance with basic needs, assistance with completing applications

for victim compensation, information and referral to other social service agencies in court, and translation and interpreting services.

OVS also awarded funding to agencies that provided therapy services to child and adult victims of crime. These services included the initial psychiatric evaluation, individual and group therapy sessions, follow-up, and referral to other services. Most of the programs offered short-term therapy, and if the victim was eligible for victim compensation, they could receive additional therapy to be reimbursed or paid for by the Victim Compensation Program.

### Grant Funded Priority Categories Total Victims

*July 1, 2021 – June 30, 2023*

Categories	FY 21-22	FY 22-23	Total	%
Domestic Violence	86,597	84,372	170,969	66.2
Underserved <sup>1</sup>	22,739	20,151	42,890	16.6
Child Abuse	15,094	15,204	30,298	11.7
Sexual Assault	6,989	7,284	14,273	5.5
<b>Total Crime Victims Served</b>	<b>131,419</b>	<b>127,011</b>	<b>258,430</b>	<b>100.0</b>

### Grant Funded Priority Categories Total Expenditures<sup>2</sup>

*July 1, 2021 – June 30, 2023*

Categories	FY 21-22	FY 22-23	Total	%
Domestic Violence	\$13,203,638	\$12,867,301	\$26,070,939	43.5
Underserved	7,771,109	7,883,504	15,654,613	26.1
Child Abuse	6,364,426	6,014,107	12,378,533	20.7
Sexual Assault	2,965,209	2,835,739	5,800,948	9.7
<b>Total Expenditures</b>	<b>\$30,304,382</b>	<b>\$29,600,651</b>	<b>\$59,905,033</b>	<b>100.0</b>

#### FORENSIC EVIDENCE COLLECTION ACCOUNT

The Fiscal Services Unit is responsible for processing payments to providers for forensic examination and evidence collection. Health care facilities may be reimbursed up to \$900 per case for forensic examination and evidence collection of adult and child victims of sexual assault. Providers or examiners working in conjunction with Multidisciplinary Teams (MDT), or Child Advocacy Centers (CAC) may be reimbursed up to \$250 per forensic interview for child victims of sexual abuse.

During this biennium, health care facilities were reimbursed \$1,519,597 for forensic examination and collection services provided to 638 adult victims and 1,456 child victims of sexual assault. Providers working in conjunction with MDTs and CACs were reimbursed \$535,250 for forensic interviews of 2,139 child victims of sexual abuse.

<sup>1</sup>Underserved includes but not limited to, victims of various crimes including assault, robbery, hate and bias crimes, adults sexually abused as children, DUI/DWI, elder abuse, family members of homicide victims, abuse of vulnerable adults, gang-related crimes, stalking, federal crimes, economic exploitation, and fraud.

<sup>2</sup>Total expenditures reflect total project expenditures of grant funds and subcontracting agency matching funds. Unexpended grant funds are reallocated in subsequent years for future victim service contracts.

## **VOCA VICTIM COMPENSATION GRANT PROGRAM**

The Crime Victim Fund, established by the Victims of Crime Act (VOCA) and administered by the Office for Victims of Crime provides federal funding to the OVS Victim Compensation Program to supplement state funds used to reimburse crime victims and other eligible persons for crime related expenses not covered by collateral sources.

## **SUBCONTRACTOR MONITORING**

To ensure that grant funds are expended in accordance with the grantor's guidelines, state guidelines, Judicial Branch regulations, as well as OVS policies and procedures, the Fiscal Services Unit conducts contractor site visits.

The site visits are designed to ensure that the funded programs operate in accordance with the

"[I was] so impressed by the knowledge and kindness of the advocate. It was so comforting to be listened to ... without judgement and without being given personal opinions."

- Victim comment about the services received from an OVS subcontracted agency

contract and to provide technical assistance, if needed. During this biennium, site visits were conducted in-person and remotely. Two in-person visits, and 16 remote visits were conducted during the biennium.

## **Subcontractor List**

*October 1, 2021 - September 30, 2023*

### **BHcare, Inc.**

~Assistance, Counseling and Support Program  
~HOPE Family Justice Center

### **Catholic Charities - Archdiocese of Hartford**

~Supporting Victims of Crime Program

### **Center for Family Justice**

~Advocacy and Clinical Mental Health Supports for LEP/LatinX Adult and Child Victims of Domestic Violence in Greater Bridgeport

### **Charlotte Hungerford Hospital**

~Charlotte's Place Project  
~Hungerford Hope Project

### **Clifford W. Beers Guidance Clinic**

~Project CATCH (Collaboration, Advocacy, and Treatment for Children)

### **Community Child Guidance Clinic**

~Victims of Crime Assistance Program

### **Community Health Center**

~Child and Adolescent Crime Victim Assistance Program

### **Community Health Resources, Inc.**

~North Central MDT Enhanced Care Project

### **Community Mental Health Affiliates**

~Community Connections for Survivors

### **Connecticut Alliance to End Sexual Violence**

~Comprehensive Services for Victims of Sexual Violence Project

~Sex Offender Victim Advocate Program

### **Connecticut Children's Medical Center**

~Connecticut Children's Sexual Abuse Medical Services for Northern CT

### **Connecticut Coalition Against Domestic Violence, Inc.**

~Safe Connect Program

~Services to Victims of Family Violence

### **Connecticut Council of Family Service Agencies (CCFSA)**

~CCFSA VOCA Case Management Program



# Subcontractor List (CONTINUED)

October 1, 2021 - September 30, 2023

**Connecticut Court Appointed Special Advocates**  
~Professional Support for Volunteer Advocacy

**Connecticut Institute for Refugees and Immigrants**  
~Services for Foreign-Born Victims of Domestic Violence, Sexual Abuse, and Child Abuse Program

**Connecticut Legal Services**  
~Civil Legal Services for Victims of Crime

**Domestic Violence Crisis Center**  
~Sustainable Futures Project

**Family Centered Services of Connecticut**  
~Neighborhood Victim Advocacy Project

**Family Centers, Inc.**  
~Counseling Services to Families of Homicide Victims

**Gilead Community Services, Inc.**  
~Gilead Victim Assistance Program

**Hartford Behavioral Health**  
~Counseling Services to Families of Homicide Victims  
~Project SAVE

**Hartford Communities That Care**  
~Hartford Care Response Team/Hospital Based Violence Intervention Program

**Hospital of Central Connecticut**  
~Victim Services Program

**Human Resources Agency of New Britain**  
~Polish and Elderly Victim Services Program

**Human Services Council**  
~Child Abuse Trauma Recovery Response

**Klingberg Comprehensive Family Services, Inc.**  
~Child and Adolescent Trauma Services  
~Klingberg Children's Advocacy Center

**LifeBridge Community Services**  
~Domestic Violence Program

**LOVE146**  
~Connecticut Survivor Care Program

**Mid-Fairfield Community Care Center, Inc.**  
~Mid-Fairfield VOCA

**Mothers Against Drunk Driving**  
~Victim Assistance Project  
~Victim Centered Services Project

**NAFI, CT**  
~Child Victims Assistance Project  
~Counseling Services to Families of Homicide Victims

**Newtown Youth and Family Services**  
~Empower Together Program

**St. Francis Hospital and Medical Center**  
~Community Based Comprehensive Victim Support Program

**Survivors of Homicide**  
~Victim Assistance Program

**The Salvation Army**  
~The Bloom Initiative

**Town of Newtown**  
~Sandy Hook Trauma Recovery Initiative

**Village for Families and Children**  
~Child First Victim and Rapid Response Program

**Waterbury Youth Services, Inc.**  
~Child Advocacy Center of Greater Waterbury Sustainability Project

**Wellmore, Inc.**  
~Victim Assistance Program

**Yale New Haven Hospital**  
~Yale New Haven Hospital Violence Intervention Program

**Yale University School of Medicine**  
~Yale Programs for Safety, Advocacy & Healing

# Victim Advocacy and Notification

## OVERVIEW

The Victim Services Unit is responsible for the management of the Victim Advocacy Program, the OVS Helpline, the Post-conviction Notification Program, the Protection Order Registry Notification Program, and the Connecticut Statewide Automated Victim and Information Notification Program.

These vital programs provide the emotional support and practical assistance needed by crime victims and their families to deal with the trauma of their victimization and the logistics of their involvement in the criminal justice system.

In addition, the Victim Services Unit manages the Civil Protection Order Application Assistance Program, which provides victims of sexual abuse, sexual assault, or stalking, who do not have an existing order of protection or who do not qualify for relief under Section 46b-15 of the Connecticut General Statutes with information about and assistance with applying for a civil protection order.

OVS has victim services advocates (VSAs) assigned to courthouses throughout the state, at the Board of Pardons and Paroles (BOPP) and staffing a Helpline to respond to the needs of victims within the criminal, juvenile, and civil justice systems.

OVS VSAs are uniquely positioned to assist victims through all the stages of the process. VSAs serve as a liaison with court and Board personnel and ensure that victims understand their rights, as well as accompany crime victims to court and Board proceedings and assist victims with the civil protection order application process.

## Biennial Highlights:

- One Victim Services Advocates (VSAs) retired, two VSAs resigned, and 13 VSAs were hired to provide advocacy services to crime victims throughout the criminal justice process.
- In January 2022, with the expansion of offender eligibility for sentence modification under Public Act 21-102, victim advocacy services were expanded to assist victims in sentence modification matters.
- In 2023, OVS management collaborated with the Psychiatric Security Review Board (PSRB) to enhance support and resources available to victims of crimes by persons committed to the jurisdiction of the PSRB. In September, OVS VSAs began providing victims with information about the process and accompaniment at hearings.
- In January 2023, victim advocacy services were expanded to the New Britain, Middletown, and Rockville Juvenile Matters courts.
- VSA Johanna Krebs received the 2023 Mothers Against Drunk Driving Victim Assistance award, VSA Ramika Fountain was recognized by the Ansonia-Milford Multidisciplinary Team as an Outstanding Multidisciplinary Team Member, and VSA Christie Ciancola received the South-Central Child Advocacy Service Recognition award.

## VICTIM ADVOCACY PROGRAM

Victim Services Advocates provide support and advocacy to physical injury victims and their families, surviving family members of homicide victims and applicants in civil protection order matters. This support and advocacy include:

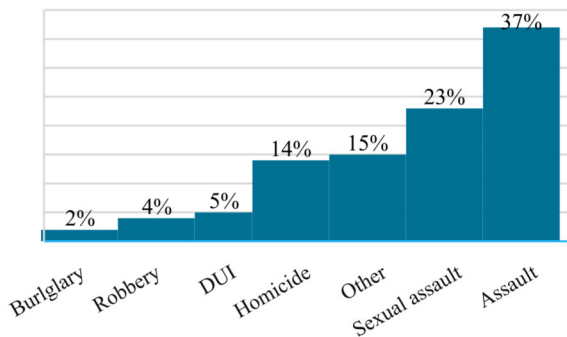
- Education regarding all stages of the criminal, civil, and juvenile justice processes;
- Safety assessments and information regarding orders of protection;
- Notifying victims of their rights and assisting victims with exercising those rights;
- Coordinating victim compensation applications and requests for restitution;
- Developing and maintaining relationships with state and community agencies to provide appropriate referrals for services;
- Coordinating victim attendance and participation at hearings, providing support during hearings, explaining the process, and presenting victim input on the record on behalf of the victim at the victim’s request.

### *Criminal Court-based Advocacy*

During this biennium, court-based VSAs assisted 49,127<sup>3</sup> new and ongoing crime victims navigate the criminal and juvenile justice systems.

### VICTIMS ASSISTED BY VICTIMIZATION

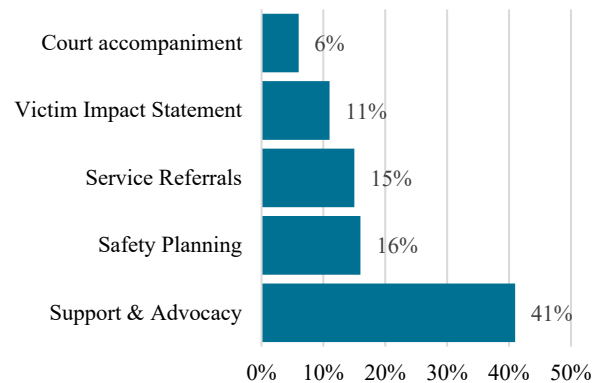
N = 48,434



<sup>3</sup> New victims may be counted as ongoing victims in subsequent quarters. Sexual assault data refers to both adult and child victims.

## CRIMINAL COURT ADVOCACY SERVICES

N = 175,622



In July 2022, the method of tracking VSAs services was expanded to include the number of times services were provided. This change better reflects VSAs’ workload to assist management in the allocation of resources.

During this biennium, among the top five requested advocacy services from both new and ongoing victims was assistance with the preparation and presentation of victim impact statements (VIS). Providing a VIS to the court gives the victim the opportunity to speak directly to the court to explain how the crime has affected them. Victims often view this opportunity as valuable and empowering.

### *Appellate Court Advocacy*

VSAs assist victims during Appellate court matters, including providing information about the process and coordinating attendance at hearings. During this biennium, 175 victims received more than 600 advocacy services, including referrals to supportive services and the development of personalized safety plans.

“[OVS Victim Services Advocate (VSA)] was exceptional at keeping us focused throughout the process. [The OVS VSA] was definitely a radiant being during the darkest hours for my family.”

- Victim comment about the services received from the OVS Victim Advocacy Program

### Civil Protection Order Applicants

VSAs assisted 2,088 victims of sexual assault, sexual abuse, or stalking with the civil protection order application process.

VSAs also provided more than 8,300 additional advocacy services to these victims, including the development of personalized safety plans.

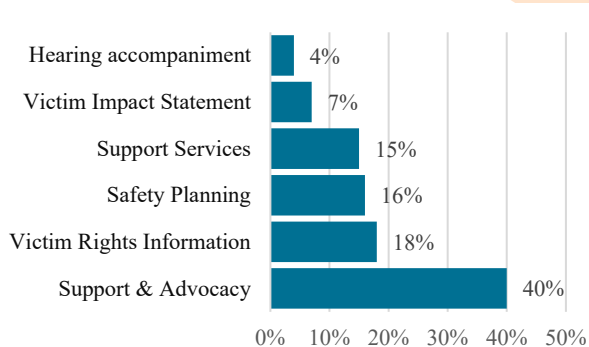
### Board of Pardons and Paroles (BOPP) Advocacy

Three VSAs are assigned to the BOPP to assist crime victims during the parole and pardon process. This assistance includes providing support and advocacy to crime victims when an inmate is being considered for parole release or clemency.

During this biennium, the VSAs assigned to the BOPP assisted 4,756 new victims providing more than 12,000 services<sup>4</sup>.

#### BOPP ADVOCACY SERVICES

N = 12,339



### Helpline

Two VSAs are assigned to the Helpline (800-822-8428) to provide callers with information on the criminal, civil, and juvenile justice systems, OVS and community-based programs and services, victim rights, victim notification, and referrals to public and private agencies. Victims also contact the OVS Helpline through email at [OVS@jud.ct.gov](mailto:OVS@jud.ct.gov).

During this biennium, Helpline VSAs provided nearly 29,000 services to 13,360

“I really appreciate the work of the victim advocate. Their patience and professionalism helped me to understand the workings of the legal system and what was available to me as a victim. Thank you!”

- Victim comment about the services received from the OVS Victim Advocacy Program

victims and professionals. Most callers requested information on safety planning, the status of a criminal case, court information, referrals to supportive services, victim rights, and the Victim Compensation Program.

The Helpline VSAs provided support to 144 victims and their family members in Sentence Review matters. Sentence Review hearings are held in response to a defendant’s application for a review of the court-imposed sentence.

During this biennium, Sentence Review hearings continued to be virtual proceedings offering victims the opportunity to participate without traveling to the court.

### VICTIM NOTIFICATION

The Helpline VSAs are responsible for administering three victim notification programs that inform crime victims and other registrants about the status of an offender’s criminal court case, changes to an offender’s custody status with the Department of Correction (DOC), and when a court order of protection is issued, changed, or ends.

These notification programs allow crime victims to exercise their constitutional right to be informed about, present at, and heard during criminal justice proceedings. These programs

<sup>4</sup> During this biennium, BOPP VSAs services were counted once per quarter for each type of service and does not reflect the volume of services provided.

“Please keep up the great work that your agency performs. Until this incident happened to us, I didn’t even know such as agency existed. We cannot thank you enough for keeping us informed and most importantly hopeful that the experience would end favorable for our family.”

- Victim comment about the services received from the OVS Victim Advocacy Program

also serve as a valuable safety tool by informing crime victims of an offender’s release or possible release from custody or when an offender absconds from prison or fails to appear in court.

*Protection Order Registry Notification Program*

The Protection Order Registry Notification program features automatic generation of notification letters to protected parties when protective orders terminate or five weeks prior to the expiration of restraining orders and civil protection orders.

Protected parties receiving notification are directed to contact the OVS Helpline for information on obtaining or extending restraining orders and referrals to social service agencies.

During this biennium, more than 61,000 protective order notification letters were mailed to crime victims.

*Post-conviction Notification Program*

Section 54-227 of the Connecticut General Statutes requires OVS and DOC to provide inmate status information to crime victims and other eligible individuals who have registered for notification.

Crime victims, parents/guardians and relatives of crime victims, family members of inmates, and state’s attorneys may register for notification.

Registrants are notified when an inmate applies to the BOPP or DOC for certain changes in the inmate’s status including release other than a furlough, application to the sentencing court, judge or the Review Division for a change in their sentence, or when any person requests the court change their status on the Sex Offender Registry.

Crime victims who receive notification are informed that they can make a statement to the BOPP, DOC, or court regarding the impact the crime has had on them and their opinions or concerns about the inmate’s request.

During this biennium, there were 1,082 new notification requests and 6,261 post-conviction notification letters mailed to registrants.

*Connecticut Statewide Automated Victim Information and Notification Program*

The Connecticut Statewide Automated Victim Information and Notification Program (CT SAVIN) provides confidential telephone, email, text, and in-app notifications in English and Spanish about criminal court events, modifications or terminations of orders of protection, and DOC events.

During this biennium, there were more than 75,000 new registrations and more than 758,000 total notifications delivered with text being the most requested notification method.

**CT SAVIN  
New Registrations**

*October 1, 2021 – September 30, 2023*

Type	Court	DOC	Total
Email	24,493	7,008	<b>31,501</b>
Phone	1,502	1,390	<b>2,892</b>
TTY	12	16	<b>28</b>
Text	30,690	9,062	<b>39,752</b>
In-App	863	431	<b>1,294</b>
<b>Total</b>	<b>57,560</b>	<b>17,907</b>	<b>75,467</b>

# Victim Compensation

## OVERVIEW

The Victim Compensation Unit assists crime victims, their family members, and other eligible persons recover from the financial impact of crime through the management of the Victim Compensation Program.

The Victim Compensation Program offers financial help for certain unreimbursed expenses associated with violent crime that are not covered or eligible to be covered by other financial sources.

Directly experiencing a violent crime or a threat of physical violence or death can be financially debilitating to victims and their family members.

The Victim Compensation Program eases the financial burden so that victims may seek immediate or future treatment to aide in their recovery from the physical and emotional trauma of the crime.

Eligibility for victim compensation and the maximum amount of victim compensation that may be paid is governed by Chapter 968 Victim Services of the Connecticut General Statutes and by OVS policies.

The Victim Compensation Program staff work directly with victims, criminal justice professionals, providers and other individuals to get the information necessary to determine if an application for victim compensation meets statutory and policy requirements and the amount of compensation that may be awarded for eligible losses.

## Biennial Highlights:

- Public Act 22-47, An Act Concerning Children’s Mental Health, expanded victim compensation to victims of child abuse substantiated by the Department of Children and Families (DCF) provided that the name of the person determined to be responsible by DCF is added to the DCF Child Abuse and Neglect Registry. The Act also expanded the list of crimes where OVS or VCC may consider the disclosure to certain professionals outlined in statute in lieu of a police report or police findings.
- During this biennium, Victim Compensation Program management hosted 10 informational sessions with staff from subcontracted agencies that provide services to victims of domestic violence. The purpose of the informational sessions was to provide information about the Victim Compensation Program and its application process.
- During this biennium, \$4,035,570 in victim compensation was paid on 1,727 applications for crime related expenses such as expenses associated with medical and mental health care, lost wages for physical injury victims, funeral and burial expenses, loss of support, lost wages to attend court proceedings, and security measures.

## FUNDING

OVS receives state and federal funding to compensate eligible persons for unreimbursed crime related expenses.

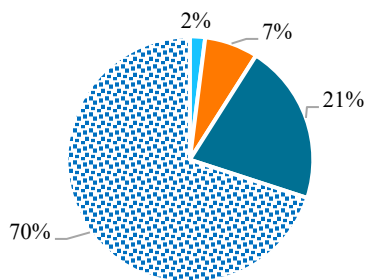
The Connecticut General Assembly allocates funds from the Criminal Injuries Compensation Fund (CICF) to the Victim Compensation Program. Deposits into the CICF are specified in the Connecticut General Statutes and include:

- Defendant’s contributions (Section 54-56h);
- court fines and fees (Sections 54-143, 15-140p, 53a-217e (g), and 54-56g);
- five percent of inmate work-release wages (Section 18-85 (b) (4));
- halfway house client wages (Section 18-101 (b) (4)); and
- escheated funds collected pursuant to Section 53a-30 (Section 54-215 (b)).

During this biennium, OVS did not collect escheated funds, which are restitution funds that have not been distributed within five years because the victim could not be located.

### CICF REVENUES

October 1, 2021 – September 30, 2023  
Total Revenues: \$3,974,563



- Subrogation Recoveries (2%)
- Other (7%)
- Court fines and fees (21%)
- Defendants' contributions (70%)

<sup>1</sup>Other category includes halfway house client wages, five percent of Department of Correction inmate work-release wages, Victim Compensation Program reimbursements from court orders, private donations, and investment interest.

OVS also receives federal Victims of Crime Act (VOCA) Victim Compensation funds. The Fiscal Services Unit manages these funds.

## Victim Compensation Program Performance Report

October 1, 2021 – September 30, 2023

Applications received	4,344
Applications approved <sup>1</sup>	4,750
Applications not meeting eligibility criteria	516

<sup>1</sup>Decisions on applications may occur in a year different than the year received.

### PAYMENTS BY CRIME TYPE<sup>1</sup>

Homicide	\$1,930,228
Assault	1,352,653
Child sexual abuse	325,581
Sexual assault	234,926
All other crimes <sup>2</sup>	192,182
<b>Total</b>	<b>\$4,035,570</b>

<sup>1</sup>Payments on applications may occur in a year different than the year the application was received.

<sup>2</sup>Other crimes include DWI/DUI, other vehicular crimes, and human trafficking.

### EXPENSES PAID

Economic (lost wages, loss of support)	\$1,187,991
Medical and dental	1,029,130
Funeral and burial	1,048,365
Mental health	734,994
Other <sup>3</sup>	35,090
<b>Total</b>	<b>\$4,035,570</b>

<sup>3</sup>Other expenses include replacement of items held as evidence, crime scene cleanup, and travel expenses.

“We would like to say thank you for your service and financial support during the loss of our son, brother, and friend. Although nothing could ever bring him back, your services meant the world to us.”

- Victim comment about the services received from the Victim Compensation Program

“First and foremost, thank you from the bottom of my heart for helping me with my case. This is the most frightening period of my life and having thoughtful assistance from you means ever so much.”

- Victim comment about the services received from the Victim Compensation Program

### **VICTIM COMPENSATION PROGRAM**

Section 54-211 (d) of the Connecticut General Statutes sets the maximum compensation to be paid on physical injury claims to \$15,000, \$25,000 for survivor benefits claims and \$5,000 for a victim who sought treatment because of an emotional injury resulting from the direct threat of either physical injury or death.

Victim compensation applications filed by dependents and relatives of an eligible crime victim are processed as part of the crime victim’s claim and may not exceed the maximum compensation allowed by state law.

Eligible crime-related expenses include the costs for medical and mental health care, lost wages, expenses associated with attending court proceedings related to the crime, funeral expenses, security measures, and crime scene cleanup.

Acceptance of a victim compensation award subrogates OVS to the claimants’ recovery of economic losses from other sources. This recovery must be related to the crime and for which the victim compensation was awarded not to exceed the amount paid. All funds recovered are deposited in the Criminal Injuries Compensation Fund.

Claimants who disagree with the determination issued by the Victim Compensation Program have a statutory right to request a review of the determination by a Victim Compensation Commissioner.

### *Filing-time Requirement*

Section 54-211 of the Connecticut General Statutes requires a person seeking victim compensation to file a victim compensation application within two years from the date of the personal injury or death.

OVS may grant a waiver of the two-year filing requirement if the claimant was a minor at the time of the criminal incident or the claimant experienced crime-related physical, emotional, or psychological injuries which prevented the claimant from filing in time.

During this biennium, 376 requests to waive the two-year filing requirement were received with 369 requests granted.

### *Compromised Claims*

The Victim Compensation Program’s claims examiners advocate on behalf of claimants whose approved claims have medical expenses that exceed the statutory maximum compensation allowed. The claims examiners will negotiate with medical providers to reduce the amount owed and to accept the amount to be paid by the Victim Compensation Program as payment in full.

During this biennium four claimants saved an average of \$21,000 in crime related medical expenses through the claims examiners’ advocacy efforts to compromise medical bills on their behalf.



## VICTIM COMPENSATION RECOVERY

Section 54-212 (b) of the Connecticut General Statutes directs OVS to apply a lien, not to exceed two-thirds of the amount paid by OVS, if a claimant brings an action against the person or persons responsible for the injury or death or if the claimant recovers monies from their own collateral sources for which the victim compensation was paid.

Section 54-215 (b) of the Connecticut General Statutes directs OVS to recover full reimbursement of the victim compensation awarded if the court orders restitution to a claimant for the compensation paid, unless the court orders differently.

During this biennium \$173,789 was recovered from court-ordered restitution and settlements.

### Recovered Funds

*October 1, 2021 – September 30, 2023*

Type	FY 21-22	FY 22-23	Total
Restitution	\$33,942	\$53,987	<b>\$87,928</b>
Subrogation	31,418	54,442	<b>85,680</b>
<b>Total</b>	<b>\$65,360</b>	<b>\$108,429</b>	<b>\$173,789</b>

## OVS DETERMINATION REVIEW

Section 54-205 (b) of the Connecticut General Statutes grants claimants the right to request a review of the determination made by the Victim Compensation Program on their claim for victim compensation. Claimants must file the review request within 30 days from the date the determination was mailed.

“I wanted to thank you for all your help with the OVS application process. I was thinking today about how grateful I was for OVS and what they and you did for me. What you do matters, and I really appreciate your help.”

- Victim comment about the services received from the Victim Compensation Program

### *Victim Compensation Commissioners*

Section 54-202 of the Connecticut General Statutes requires the governor to appoint five Victim Compensation Commissioners (VCCs) to a four-year term to hear review requests on Victim Compensation Program determinations and to issue new decisions based on such reviews.

The following attorneys served as VCCs during this biennium: Chief Victim Compensation Commissioner Irene Mikol (appointed by the Judicial Branch Chief Court Administrator), Stephanie Antone, Rebecca Iannantuoni, James G. Clark (resigned August 2022) and Thomas J. O’Neill (resigned May 2023).

During this biennium, VCCs conducted 15 review hearings. The VCCs issued<sup>1</sup> 10 decisions that affirmed the determination made by the Victim Compensation Program, and 10 decisions that reversed the determinations made the Victim Compensation Program.

<sup>1</sup>Five Review decisions were issued for Reviews held in the 2019-2021 biennium.

# Sexual Assault Forensic Examiners

## OVERVIEW

The Sexual Assault Forensic Examiners (SAFE) Program is both a response and a training program to provide compassionate, patient-centered, standardized sexual assault forensic evidence collection services to victims of sexual assault. The SAFE Program is named after the late Gail Burns-Smith, a dedicated community and national advocate for victims of sexual assault.

### *Response Program*

The Judicial Branch contracts with health care professionals who have successfully completed the SAFE Training Program to respond to requests for SAFE services at participating health care facilities in central and eastern Connecticut.

The SAFE Program utilizes a collaborative approach to provide a victim-centered response to victims of sexual assault 13 years or older, who request SAFE services within 120 hours of the sexual assault. Services can be accessed 24 hours a day, 7 days a week.

### *Training Program*

The SAFE Program offers specialized training and education to qualified health care providers to perform knowledgeable and skilled medical-forensic examinations, to ensure the integrity, preservation, and documentation of forensic evidence, and to provide testimony during criminal court proceedings.

In 2017, the SAFE Training Program was extended to staff at non-participating health care facilities. This expansion ensures that victims of sexual assault receive the same standard of care as victims who go to a SAFE Program participating health care facility.

## Biennial Highlights:

- In September 2021, the SAFE Program Manager participated in a National Institute of Justice podcast titled *Research and Consideration for Sexual Assault Cases*. The podcast featured Connecticut's journey to the development of a standardized sexual assault kit, which has improved the effectiveness of investigations and prosecutions of sexual assault cases in Connecticut.
- In July 2022, a Request for Qualifications was released for the purpose of hiring experienced SAFEs outside the SAFE Program to become trainers and instructors for the SAFE Training Program.
- Information about becoming a SAFE within the SAFE Program was added to the Connecticut Judicial Branch *Careers, Jobs, and Opportunities* Website section in January 2023.
- In March 2023, the International Association of Forensic Nurses (IAFN) reaccredited the SAFE Training Program curriculum.
- In May 2023, a Memorandum of Agreement with Nuvance was fully executed, which expanded SAFE Training Program services to 32 of the 36 acute care hospitals and affiliated campuses in Connecticut.

**PARTICIPATING HEALTH CARE FACILITIES**

The Judicial Branch has formal agreements with several health care facilities in the Hartford, Middlesex, New Haven, and Windham counties to serve as designated sites for SAFE Program response services.

As a SAFE designated site, the health care facilities agree to:

- screen patients for eligibility for SAFE services;
- activate the SAFE Program on-call system for eligible patients;
- have accessible the necessary equipment and supplies for sexual assault forensic examinations;
- maintain a locked refrigerator for the evidence collected;
- provide interpreter services for sexual assault patients who are not proficient in English; and
- perform sexual assault forensic examinations and evidence collection when a Program SAFE is not available.

During this biennium, the following health care facilities served as SAFE designated sites:

- Connecticut Children’s Medical Center; (CCMC)
- Hartford Hospital;
- Manchester Memorial Hospital;
- Middlesex Hospital;
- MidState Medical Center;
- Saint Francis Hospital;
- The Hospital of Central Connecticut, New Britain (THOCC);
- Windham Community Memorial Hospital;
- University of Connecticut (UConn), Student Health Services, Storrs Campus

**COLLABORATIVE RESPONSE**

To minimize further trauma to patients who report sexual assault, the SAFE Program utilizes a coordinated, collaborative response for SAFE Program services.

“[The SAFE] was kind professional and explained everything. She made the horrible exam for the rape kit more bearable.”

- Victim comment about SAFE Program services

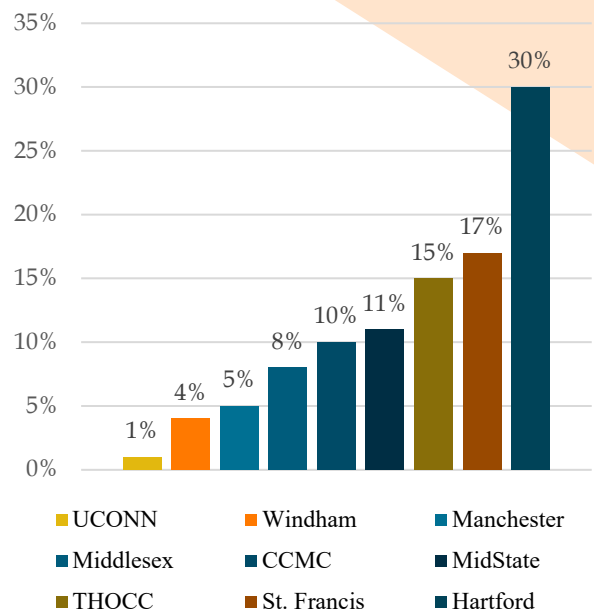
Responding SAFEs contact a sexual assault counselor from the Connecticut Alliance to End Sexual Violence for victim accompaniment to the SAFE designated site.

While SAFEs conduct the medical-forensic examination and collection of evidence in a compassionate but objective manner, the sexual assault crisis counselor supports the patient’s emotional and informational needs while providing a personal connection that preserves the patients’ confidentiality.

During this biennium, the SAFE Program responded to 212 cases at participating health care facilities with 62.7% of victims reporting the sexual assault to law enforcement.

**CASE RESPONSE BY HEALTH CARE FACILITIES**

*October 1, 2021 - September 30, 2023*  
Cases: 212



## TRAINING

OVS provides training to qualified health care providers, which enables them to perform knowledgeable and skilled medical-forensic sexual assault examinations and to ensure the integrity, preservation, and documentation of forensic evidence.

### *SAFE Training Program*

In the Spring of 2023, the SAFE Training Program was reaccredited by the International Association of Forensic Nurses (IAFN). The IAFN is an international, professional organization that provides leadership in establishing national benchmarks, standards, and best practices in forensic nursing.

The SAFE training curriculum was approved by the IAFN for 42 Continuing Nursing Education contact hours for SAFEs who successfully complete the didactic component of the training. The IAFN is accredited by the American Nurses Credentialing Center Commission on Accreditation as an accredited approver for continuing education. According to the IAFN website, the SAFE Training Program is one of only 28 IAFN approved training programs worldwide.

The training encompasses topics such as, the dynamics of sexual violence, victim response, victim advocacy services, the collection and handling of evidence, providing court testimony, as well as regulatory issues such as informed consent and confidentiality.

During this biennium, the SAFE Training Program held four SAFE classes, with a total of 79 students successfully completing all training components. A number of these health care providers were awarded contracts with the Judicial Branch to serve as SAFEs in the SAFE Program. At the end of this biennium, there were 21 SAFEs who completed all training and Program requirements after accepting awards to participate in the SAFE Program, with nearly

160 other SAFEs practicing in acute care facilities across Connecticut.

### *Health Care Facility Trainings*

Multiple trainings were conducted by SAFE Program trainers at both participating and non-participating health care facilities, as well as for advocates and other community partners during this biennium. These training sessions were provided to increase competency in skills and knowledge regarding the care of the patient who reports a sexual assault.

## QUALITY ASSURANCE MEETINGS

SAFEs are required to attend monthly (in-person or virtual) quality assurance meetings, which provide continuing education, case review, program updates, and collegial discussion on current issues and practices. SAFEs working in non-participating hospitals are also invited to attend.

During this biennium, training topics included evidence collection, strangulation assessment, law enforcement overview, documentation, OVS Compensation Unit overview, CDC guidelines on sexually transmitted infection treatment, the sexual assault advocate role, domestic violence, injury and trauma identification.

“I love being a part of the SAFE program because the patients we see need someone confident and skilled to care for them. This makes me feel like I’m making a difference to help get them the best care possible.

The journey from victim to SAFE has been the most rewarding challenge of my life. It’s an honor to provide the specialized care this population needs in one of the most vulnerable times of their lives.”

- SAFE comment explaining why they are a part of the SAFE Program

# Education to Criminal Justice Professionals, Service Providers and the Public

## OVERVIEW

The Education Unit is responsible for training criminal justice system professionals, service providers, and the public about the Office of Victim Services' (OVS) programs and services and the rights and concerns of Connecticut's crime victims. This Unit is also responsible for distributing OVS printed materials to support these education and training activities and coordinates professional development activities that increase the knowledge of OVS staff.

## TRAINING

The Education Unit provides training on the topics of victims' rights, services, and victim responses to crime to three primary audiences:

- the victim assistance community consisting of community-based agencies that provide services to crime victims;
- mandated audiences listed in Section 54-203 (b) (13) of the Connecticut General Statutes (judges; prosecutors; police; probation and parole personnel; bail commissioners; intake, assessment, and referral specialists; correction officers; and judicial marshals); and
- OVS staff.

"The training presented was very informative. I have a greater understanding on what the compensation program offers and allows. The virtual training platform was a positive experience. The presenter was well spoken, clear, concise, and thoughtful. Thank you kindly for this training."

- Attendee comment about the OVS Victim Compensation Program Training

## Biennial Highlights:

- In honor of the 2023 National Crime Victims' Rights Week, the Education Unit hosted a week long virtual training event featuring OVS contracted and subcontracted agencies.
- In collaboration with the Office for Victims of Crime, Training and Technical Assistance Center, a *Building Resiliency and Self Compassion* presentation was provided to all OVS staff. This training recognized the challenging work of OVS team members while also highlighting the rewards of supporting crime victims through trauma informed supportive practices.
- A trainer was hired to enhance the ability to deliver more trainings to more audiences and to assist with curriculum development and presentations to newly hired Victim Services Advocates.
- Since September 2022, the Education Unit trainer has participated in the Spector Criminal Justice Training Network's Capital Region Inservice training provided to Connecticut's law enforcement community. In various locations throughout the year, the trainer presented on OVS programs and services and civil protection orders as part of the Spector Sexual Assault Response Training module.

“Great class – very important part of our jobs. Marshals are the first person victims will see and if not sure where to go, will ask us for help/assistance.”

- Attendee comment about an OVS Marshal  
Victim Services Training

#### *Mandated Training Activity*

During this biennium, the Education Unit provided 48 trainings to 1,833 professionals in the criminal justice system. Most of these trainings were provided to law enforcement through the Police Officer Standards and Training Council (POSTC) Recruit Training Program, police academies, and police recertification classes. The information provided to this audience included OVS services, the impact of crime on victims, law enforcement’s role as a first responder to victims, civil protection orders and death notification.

#### *Victim Assistance Community Training*

The Education Unit coordinates trainings on behalf of OVS program managers. Each quarter, the Education staff collaborate with the Fiscal Services Unit on planning and implementing trainings to subcontracted agencies’ staff. The training topics include information on OVS services, victims’ rights, victim notification, court orders of protection, and court process. During this biennium, 1,333 staff members from subcontracted agencies attended 64 OVS trainings.

#### **COMMUNITY EDUCATION ACTIVITY**

The Education Unit offers a community education program designed to increase awareness of the rights and services available to crime victims.

#### *Presentations*

During this biennium, community education activities included 32 presentations on OVS services and victim-related topics to 751 individuals from DCF, various community groups, and to college students.

#### *Resource Tables*

During this biennium, OVS provided information about OVS services at a local community health fair.

#### *Distribution of OVS Materials*

During this biennium, more than 31,718 copies of OVS materials were distributed to police departments, courthouses, law libraries, community-based programs, hospitals, and other service providers throughout the state.

#### **STAFF DEVELOPMENT**

The Education Unit coordinates staff activities and trainings that meet OVS goals and values and develops core competencies and specialized work-related knowledge.

#### *Staff Training*

During this biennium, OVS staff attended 74 in-service and Judicial Branch trainings and 16 external trainings that included courses on leadership skill building, cultural competence, computer-based programs, domestic violence, sex offender management, child sexual abuse, sexual harassment, an active shooter training, and vicarious trauma.

#### *Staff Recognition*

During this biennium OVS provided an All Staff Team meeting to promote staff engagement, personal development, and teamwork. During this event in 2023, two staff recognition awards were presented to OVS staff members for their dedication, exceptional service, and efforts to contribute to the OVS mission.

# Legislative Updates

The following Public Acts, enacted during this biennium, modified or expanded the services offered to crime victims by the Office of Victim Services (OVS) and/or amended Chapter 968 Victim Services of the Connecticut General Statutes, which governs the work of OVS.

**Public Act 21-102, An Act Concerning the Criminal Justice Process**, expanded eligibility for sentence modification by allowing the court, without an agreement between the defendant and the state, to modify sentences, including those under plea agreements with seven years or less of actual incarceration.

**Public Act 21-104, An Act Concerning Court Operations**, expanded the types of professionals that victims of eligible crimes may report to and expanded the eligibility of post-conviction notification to a crime victim's immediate family.

**Public Act 22-26, An Act Concerning Court Operations and the Uniform Commercial Real Estate Receivership Act**, expands disclosure of criminal erased records to the crime victim or the victim's legal representative if a civil action to enforce a financial restitution order has begun or if the victim intends to bring that action.

**Public Act 22-47, An Act Concerning Children's Mental Health** expanded victim compensation to victims of child abuse substantiated by the Department of Children and Families (DCF) provided that the name of the person determined to be responsible by DCF is added to the DCF Child Abuse and Neglect Registry; expanded the list of crimes where OVS or VCC may consider the disclosure to certain professionals outlined in statute in lieu of a police report or police findings; and added new requirements to the domestic violence resources document distributed by OVS to law enforcement and medical responders, including requiring the document be available in English, Polish, Portuguese, and Spanish.

**Public Act 23-46, An Act Concerning Judicial Branch Operations**, expands persons who shall not be excluded from juvenile and youthful offender proceedings to include a victim's next of kin defined as a spouse, an adult child, a parent, an adult sibling, an aunt, an uncle, or a grandparent.

## Committees

During this biennium, Office of Victim Services (OVS) employees served on or provided staff support to the following committees, councils, and multidisciplinary teams.

**COMMISSION ON THE STANDARDIZATION OF THE COLLECTION OF EVIDENCE IN SEXUAL ASSAULT INVESTIGATIONS** is responsible for reviewing and revising the Technical Guidelines for Health Care Response to Victims of Sexual Assault and the design of the sexual assault evidence collection kit. Director Mary Kozicki, member.

**COMMUNITY RESOURCE TEAM (CRT)** membership includes University of Connecticut employees and students and off-campus partners to address issues of sexual assault, intimate partner violence and stalking on campus. The CRT's collaborative work helps to ensure that UConn provides a coordinated, compassionate, trauma-informed response to victims and survivors. Program Manager Jodi L. Chouinard, member.

**CONNECTICUT ADVISORY COUNCIL FOR VICTIMS OF CRIME (COUNCIL)** is charged with recommending to OVS programs, legislation, and other matters that would improve services to crime victims. Council members represent judicial and executive branch agencies, who are involved with victims of crime; the Chief Victim Compensation Commissioner; and members representing various victims populations. Administrative Assistant Jean Weisbrod, administrative support.

**CONNECTICUT INTERSTATE COMPACT FOR JUVENILES** is charged with regulating the inter-state movement of juveniles under court supervision. Director Mary Kozicki, member.

**CRIMINAL JUSTICE POLICY ADVISORY COMMISSION (CJPAC), VICTIM ISSUES SUBCOMMITTEE** makes recommendations about victim issues to CJPAC. Director Mary Kozicki, member.

**INTERSTATE COMPACT FOR ADULT OFFENDER SUPERVISION CONNECTICUT STATE COUNCIL** is charged with overseeing the day-to-day operations of the Interstate Compact for Adult Offender Supervision, a formal agreement between member states that seeks to promote public safety by systematically controlling the interstate movement of certain adult offenders. Director Mary Kozicki, member.

**GOVERNOR'S TASK FORCE ON JUSTICE FOR ABUSED CHILDREN** oversees the need for greater coordination of Multidisciplinary Team agencies involved in the investigation, intervention, and prosecution of child sexual abuse and serious physical abuse cases. Victim Services Supervisor Koren Butler-Kurth, designee member for OVS director.

**HUMAN ANTI-TRAFFICKING RESPONSE TEAM (HART)** multidisciplinary teams that respond to the needs of victims of domestic minor sex trafficking. An OVS victim services supervisor and several OVS victim services advocates are members.

**MULTIDISCIPLINARY TEAMS (MDT)** coordinate the prompt investigation and prosecution of suspected cases of child abuse or neglect to reduce the trauma of any child victim and to ensure the protection and treatment of the child. Several OVS victim services advocates are members of their local MDT.

**SEXUAL ASSAULT FORENSIC EXAMINERS ADVISORY COMMITTEE** makes policies and procedures recommendations to the OVS SAFE Program. Director Mary Kozicki and Program Manager Denise Covington, members.

**TRAFFICKING IN PERSONS COUNCIL** is responsible for determining what services are available to human trafficking victims and how to best coordinate a response. Director Mary Kozicki, member.



# OVS Staff

as of December 31, 2023

## Director Mary Kozicki

### EDUCATION

**Court Planner II: Tina Bouchard** and Brenda Keane; Court Planner I Alexandra Gittines; Administrative Assistant Jean Weisbrod

### FISCAL SERVICES

**Program Manager James Morgan;** Accountant II Anna Fidyk; Court Planner I Chonita Milla

### SEXUAL ASSAULT FORENSIC EXAMINERS PROGRAM

**Program Manager: Denise Covington** and Kimberly McKinnon

### VICTIM ADVOCACY

**Program Manager Jodi Chouinard;** Victim Services Supervisors Koren Butler-Kurth, Stephanie Caruso, Tina Greaves, and Alberto Magriz; Victim Services Advocates Jennie Abutu, Robert Allegrini, Lisa Arpino, Stephanie Backus, Tracy Baden, Linda Bohn, Christie Ciancola, Nicolette Cook, Effie Cotto, Melissa De Jesus, Katryn Doud, Jill Fitzsimons-Bula, Ramika Fountain, Sylveri Gonzalez, Katherine Gustafson, Lisa Hamlett-Williams, Kristine Kellas, Bridget Koestner, Christopher Kramer, Johanna Krebs, Danielle Lawton, Corene Leone, Ileana Lopez, Karen Lucid, Nazly Maguire, Heather Major, Olga Massa, Stephanie Mastroianni, Tracy Miller-Freeman

“We worked closely with [the OVS Victim Services Advocate (VSA)] for almost three years. Without [their] knowledge and expertise, an already devastating situation would have been impossible to navigate.

[The OVS VSA] “is amazing at what [they do] for victims and their families. The Office of Victim Services is so fortunate to have [the OVS VSA] as an employee.”

Victim comment about the services received from the Victim Advocacy Program

### VICTIM ADVOCACY (CONTINUED)

Melissa Munroe, Frances Murphy, Rita Ricciardi, Brandi Rodriguez, Colleen Safyre, Nina Vazquez, Adriana Venegas-McCormick, LeeAnn Vertefeuille, Teresa Vilella, and Keith Wortz

### VICTIM COMPENSATION

**Program Manager Rachel McKnight;** Victim Services Supervisor Kelley Hebert, Claims Supervisor Lauren Duquette, Claims Examiners Essence Blige, Joline Dullivan, Julie Hurley, Kristine Maurais, Moshonda Moore, and Deborah Vai; Fiscal Administration Assistant II Arlene Sargent, and Administrative Assistant Amanda Gustafson

ADMINISTRATIVE  
860-263-2760

VICTIM COMPENSATION  
888-286-7347

HELPLINE  
800-822-8428



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State of Connecticut Judicial Branch  
225 Spring Street, Wethersfield, CT 06109  
[www.jud.ct.gov/crimevictim](http://www.jud.ct.gov/crimevictim)